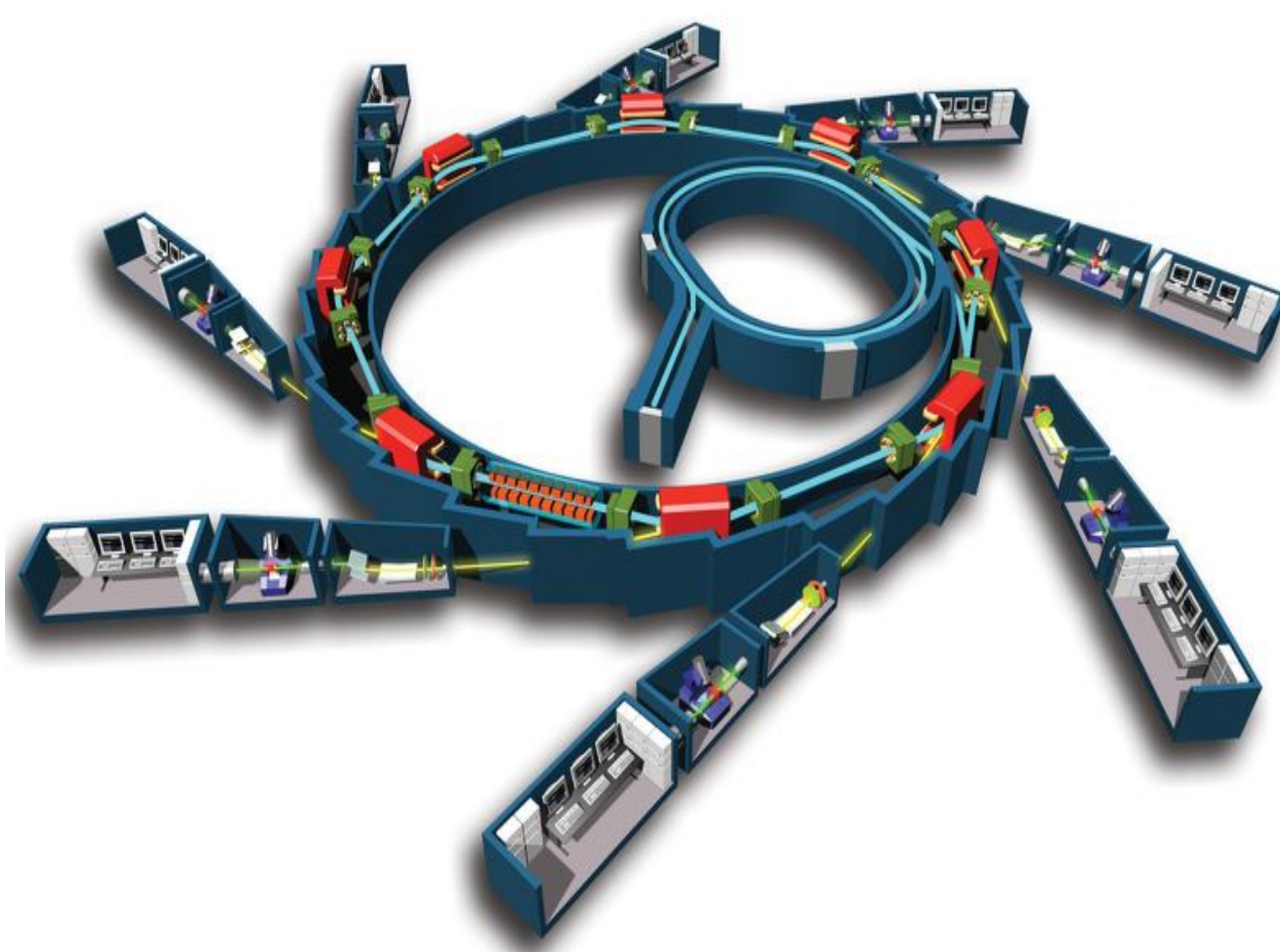# IMPROVING SOLEIL COMPUTING OPERATION WITH A SERVICE-ORIENTED METHODOLOGY

A.BUTEAU, B. GAGEY, G.ABEILLE - Synchrotron SOLEIL – Gif-sur-Yvette – France
JC FOUQUET- JCF company – Paris – France

About SOLEIL

SOLEIL is the French national synchrotron facility

- 3rd gen. light source
- 2.75 GeV
- infrared to hard X-rays
- 29 beamlines (max. 43)
- open to users since 2007
- staff: 350 employees
- beam time: 5500 hours/year

How ITIL could help us ?

- **Some reminders on ITIL:**
- ITIL is a set of practices for IT service management
- ITIL is focused on operational processes rather than norms
- ITIL is modular and can be used for very large but also small organizations
- ITIL is a quality oriented methodology allowing better definitions of: objectives, operational processes, responsibilities, and indicators.
- ITIL defines a common vocabulary between IT people and "business" people
- **Our initial ambition is modest : focus our effort on "Service Operation"**
- ITIL aims to define best practices for the whole "Service life cycle" :Service Strategy, Service Design, Service Transition
- We will concentrate our initial efforts on Service Operation
- **A first analysis of the ICA group practices convinced us of the interest of the methodology**
- The ICA group practices were examined under the ITIL focus and a 20 pages analysis document was written
- After internal group discussions and presentations to operational managers ICA group was selected as a "pioneer group"

First feedback with Accelerators and beamline operational groups

- **Better manage incidents: A win-win deal for all support groups**
- Organization of a workgroup to define the incident form
- Parametrization of JIRA to support it

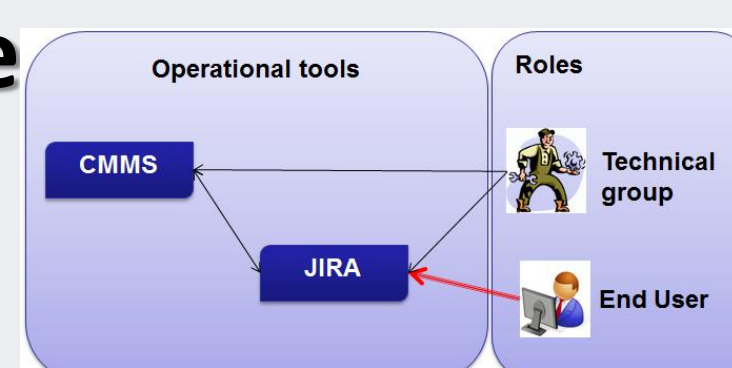- **First lesson learned "Business" people must also be trained**
- But be aware of removing reference to IT !

Steps for the next 6 months

Complete and publish the IT Service catalog
- *Detail for each service how to access it and contact information*
- *Define with "business" representative the Service Owner and SLA*

- **Put in operation the Service Oriented portal for end use**
- *Organize formal ITIL trainings*
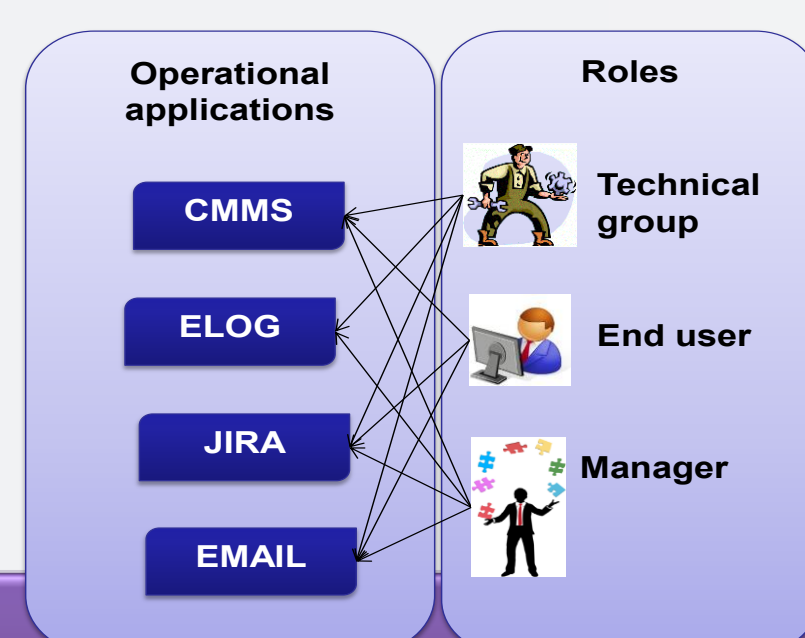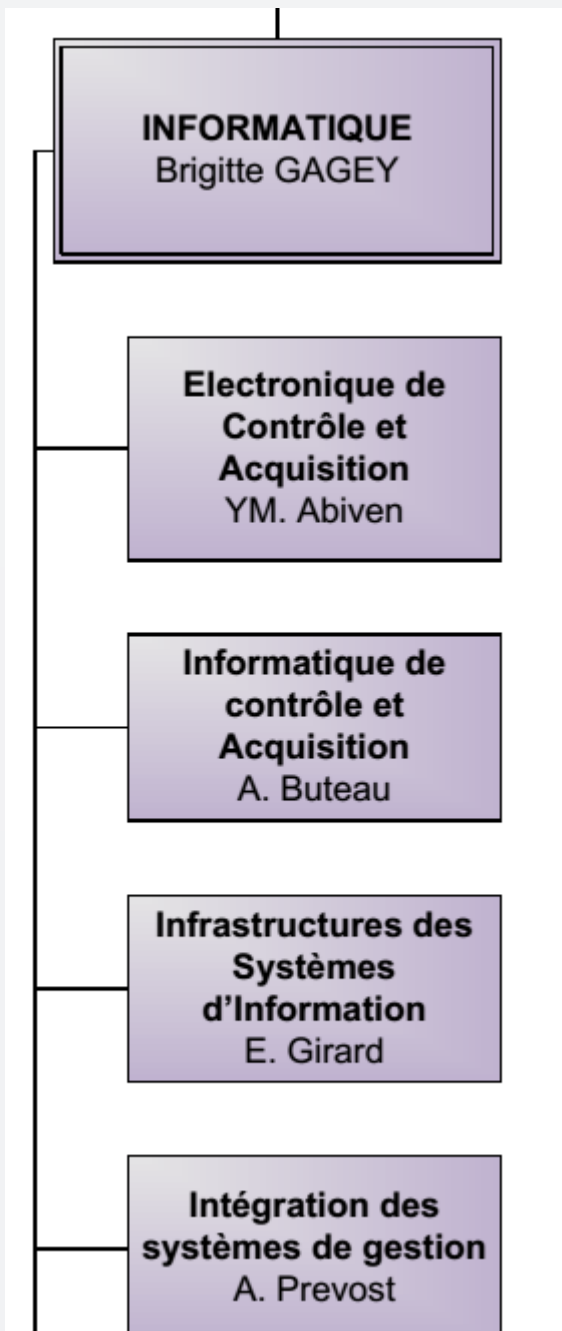
Our Motivations

- **Context:**
- Accelerators and beamlines depends more and more on IT operations performances
- An ever increasing number of IT technologies and software applications
- IT services are more and more interconnected
- **Motivations**
- Enhance the quality of IT services delivered
- Decrease the time spent by IT teams in operational activities to keep resources focused on projects and development
- **SOLEIL Computing division organization**
- 4 different groups with different customers, cultures
- Different operational tools : JIRA , CMMS, ELOG
- Complexity for the end user to ask for service or report incidents
- Difficulty to follow-up transverse problems or requests

First feedback of ICA group experience with ITIL

- **ITIL semantics helps categorizing user's requests**
- But understanding subtle differences between words/terms takes time
- **ITIL helped in clarifying the roles of the various operational actors**
- Service Desk Management
- Incident Management
- Problem Management
- Service Request Management
- **Service Transition processes were already mastered**
- Release Management
- Software Assets Management

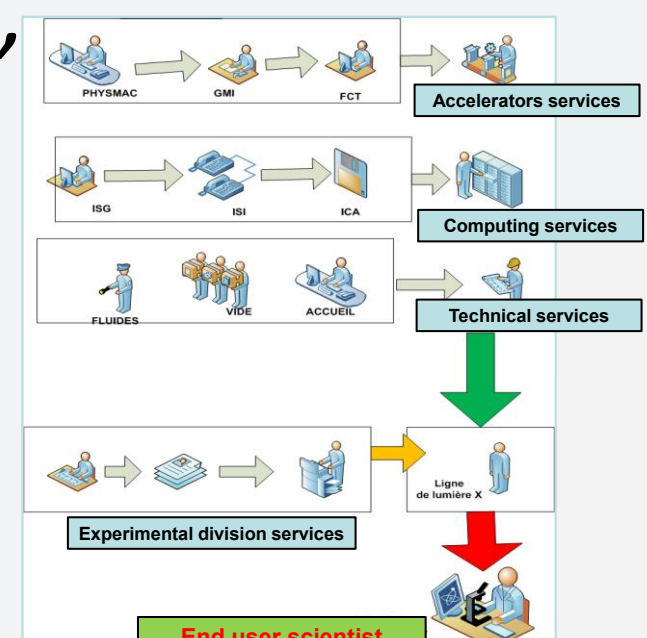## Our vision for the next 2 years

- **Enhance our "change management" processes**
- it will be a challenging phase because it will require to clarify the "who decides what" on releases plans, projects priorities
- **For IT division extend ITIL to other processes such as Service Transition or Service strategy**
- **Use ITIL to enhance services delivered by technical groups to beamline users**
- *"The strength of a chain is the strength of the weakest link"*
- Enhancing IT service is not sufficient to deliver a good technical service to the end user

The new SOLEIL organization focuses on "Operational excellence" will get benefit from using a robust and mature Service Oriented methodology to improve our Operational processes