



Science and
Technology
Facilities Council

SCD Operational improvements- Migration to Atlassian

GridPP49 & SWIFT-HEP05 / Brian Davies

Content

Scale of issues

Components to (be) replace(d)

What we replaced

New Components

Benefits over old!

Issues with new system

Scale of Issue

Internal to RAL

65 People

300+ system configurations

~750 racks , two tape libraries

~1500 machines

(networking, pdus)

Plus communication with external Users /VO / Collaborartion

Need to replace defunct services

Modernise service to empower increased FitSMand DevOps processes

Components to be replaced (to start with)

Alert system (nagios)

Was Ageing and becoming increasingly difficult to manage

Lack of support

Twiki

Search functionality infuriating/non-existent

Old defunct information (opportunity to audit content)

Improved content creation methods

Elog/daily log service

Ticket service

Ageing and becoming increasingly difficult to manage

New Components

<https://www.atlassian.com/> product suite

OpsGenie (8 teams)

Confluence (23 Spaces)

Jira Service Management (11 projects)

Software Projects (38)

Kanban boards for DevOps activities

Unexplored Agile/FitSM (ish) Components

Asset management /Change control/Incident reporting

Still being investigated

!!INTERGRATION!!

Benefits

Cloud Hosted

Integration between components

- Single toolset to learn

- Staff moving between projects have reduced learning barrier

Highly configurable

- Access control/Security

Jira Software Projects

- KANBAN boards (AGILE methodologies)

Jira Service Management

- Improved ticket handlong and task allocation

Benefits

OpsGenie

Integration with our icinga alert service

Agent control notification mechanism.

Personalised scheduling

Confluence

Searchable!




Easier document formatting

Interoperable with Sharepoint

Configurable Dashboard to suite personal preferences

Across Projects for diverse work allocation




Example KANBAN board

Search   +3 Filters 

TO DO 3



Engage Jupiter Express for outer solar system travel

SPACE TRAVEL PARTNERS

  5 TIS-25 




Create 90 day plans for all departments in the Mars Office

LOCAL MARS OFFICE

  9 TIS-12

Engage Saturn's Rings Resort as a preferred provider




SPACE TRAVEL PARTNERS

  3 TIS-17 

IN PROGRESS 3




Requesting available flights is now taking > 5 seconds

SEESPACEEZ PLUS

  3 TIS-8 




Engage Saturn Shuttle Lines for group tours

SPACE TRAVEL PARTNERS

  4 TIS-15 

Establish a catering vendor to provide meal service




LOCAL MARS OFFICE

  4 TIS-15 

DONE 2




Homepage footer uses an inline style - should use a class

LARGE TEAM SUPPORT

  TIS-68 

Engage JetShuttle SpaceWays for travel

SPACE TRAVEL PARTNERS

  5 TIS-23 

Example Service Desk

Jira Service Management Your work **Projects** Filters Dashboards People Plans Apps [Create](#) 9+ ? ⚙️

ITSM Service Desk Service project

Queues

- Service requests
- Incidents
- Problems
- Changes

OPERATIONS

- Services
- Alerts
- On-call

KNOWLEDGE & INSIGHTS

- Knowledge base
- Reports

CHANNELS & PEOPLE

- Ticket channels
- Customers
- Invite team

Project settings

Projects / ITSM Service Desk / All tickets

All open tickets

<input type="checkbox"/>	Request Type	Key	Summary	Reporter	Assignee	Status	Created	Time to resolu... ↑	P
<input type="checkbox"/>	Request admin access	ITSM-1324	Admin access to Jira	Polly ProductManager	Sammy Servi...	WAITING FOR SUPPORT	24/Sep/20	-15m ⌚	↑
<input type="checkbox"/>	Report a system problem	ITSM-1342	Banc.ly Inc is slow	Serena ServiceDeskManager	Sammy Servi...	WORK IN PROGRESS	25/Sep/20	3h 44m ⌚	↑
<input type="checkbox"/>	Report a system problem	ITSM-1339	Can't access POS System	Sammy ServiceDeskAgent	Sammy Servi...	WORK IN PROGRESS	25/Sep/20	3h 44m ⌚	↑
<input type="checkbox"/>	Report broken hardware	ITSM-1333	Cant access webcam	Darrel DevManager	Sammy Servi...	WORK IN PROGRESS	25/Sep/20	3h 44m ⌚	↑
<input type="checkbox"/>	Report a system problem	ITSM-1331	Can't access Trello	Sammy ServiceDeskAgent	Serena Servi...	WORK IN PROGRESS	25/Sep/20	3h 44m ⌚	↑
<input type="checkbox"/>	Request admin access	ITSM-1338	Admin access to Jira	Polly ProductManager	Sammy Servi...	IN PROGRESS	25/Sep/20	7h 44m ⌚	↑
<input type="checkbox"/>	Get a guest wifi account	ITSM-1337	Guest access	Darla DevDirector	Sammy Servi...	IN PROGRESS	25/Sep/20	7h 44m ⌚	↑
<input type="checkbox"/>	Request new software	ITSM-1336	Add Office to Mac	Sammy ServiceDeskAgent	Serena Servi...	IN PROGRESS	25/Sep/20	7h 44m ⌚	↑
<input type="checkbox"/>	Request new hardware	ITSM-1335	Need new keyboard	Sandeep ServiceOwner	Serena Servi...	IN PROGRESS	25/Sep/20	7h 44m ⌚	↑
<input type="checkbox"/>	Set up VPN to the office	ITSM-1334	VPN Access	Christy ChangeManager	Serena Servi...	IN PROGRESS	25/Sep/20	7h 44m ⌚	↑
<input type="checkbox"/>	New mobile device	ITSM-1332	Need a new iPhone	Dante Developer	Sammy Servi...	WAITING FOR APPROVAL	25/Sep/20	7h 44m ⌚	↑
<input type="checkbox"/>	Get IT help	ITSM-1330	Help setting up my VPN	Carly ChiefExec	Sammy Servi...	IN PROGRESS	25/Sep/20	7h 44m ⌚	↑
<input type="checkbox"/>	Investigate a problem	ITSM-1343	Investigate website slow response	Sammy ServiceDeskAgent	Sammy Servi...	UNDER REVIEW	25/Sep/20		↑

Welcome to the Help Center

Portals

- GridPP**
Welcome! You can raise a request for GridPP using the options provided.
- STFC Cloud Support**
Welcome! You can raise a request for STFC Cloud Support using the options provided.
- DAaaS_JSD**
Welcome! You can raise a request for DAaaS_JSD using the options provided.
- SCD Tape Archive Helpdesk**
Welcome! You can raise a request for SCD Tape Archive Helpdesk using the options provided.
- IRIS Service Desk**
Welcome! You can raise a request for IRIS Service Desk using the options provided.
- Facilities Archive Service**
Welcome! You can raise a request for Facilities Archive Service using the options provided.
- SCD Vendor Support**
Welcome! You can raise a request for SCD Vendor Support using the options provided.
- Atlassian Administration**
Welcome! You can raise a request for Atlassian Administration using the options provided.
- JASMIN Infrastructure Team**
Welcome! You can raise issues with the Jira SCD team using this portal

Show more portals (6)

Recently used request forms

- Report a system problem in Facilities Archive Service
Let us know if something isn't working properly and we'll aim to get it back up and running quickly.

Confluence Dashboard

The screenshot shows a web browser window displaying the Confluence dashboard. The browser's address bar shows the URL <https://stfc.atlassian.net/wiki/home>. The dashboard features a navigation menu on the left with options like Home, Recent, Spaces, Teams, Apps, and Templates. The main content area is titled "Pick up where you left off" and lists several recent documents, such as "Welcome to the STFC Cloud" and "About the STFC Cloud". A "Spaces" section on the right lists various groups like "Core Infrastructure" and "Data Services Group". Below this, there's a "Discover what's happening" section with tabs for "Following" and "Popular". A notification card states, "We've followed spaces and people for you". At the bottom right, there is a "Quickstart" button. The Windows taskbar is visible at the bottom of the browser window.



Issues

Too configurable!

(Confluence) ACL control can mean you can't see things you expect too.

Project types with different workflows

Most of this is just being early in the learning process

EmailthisIssue "App" required for Integration with GGUS

Still resolving "snagging" issues regarding auto-replies and ticket merging

E-mail normally handled well by JSM, Feedback functionality /SLA tracking

Remote hosting -> slow responsiveness c.f site hosted services

Cloud provisioned service better than "Atlassian Server"

(2 Years experience)



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Thank you

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