SCD Operational improvements- Migration to Atlassian

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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

UKRI Science and Technology Facilities Council

Benefits

OpsGenie

      Integration with our icinga alert service

      Agent control notification mechanism.

          Personalised scheduling

Confluence

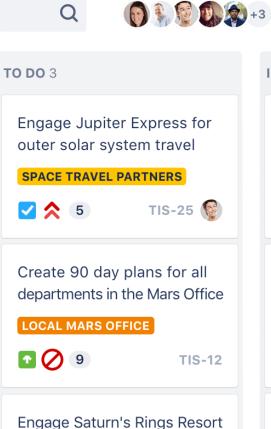   Searchable!

    Easier document formatting

    Interoperable with Sharepoint

Configurable Dashboard to suite personal preferences

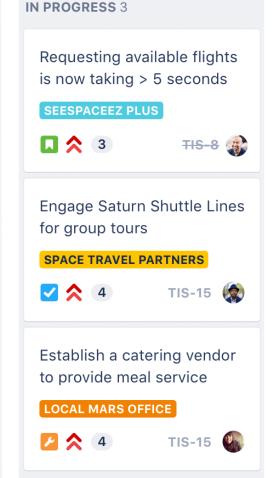Across Projects for diverse work allocation
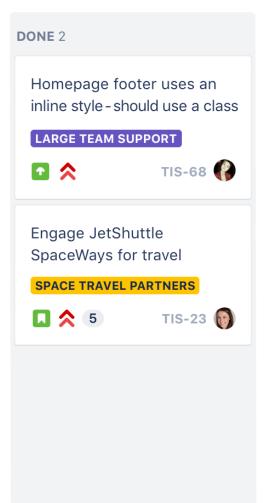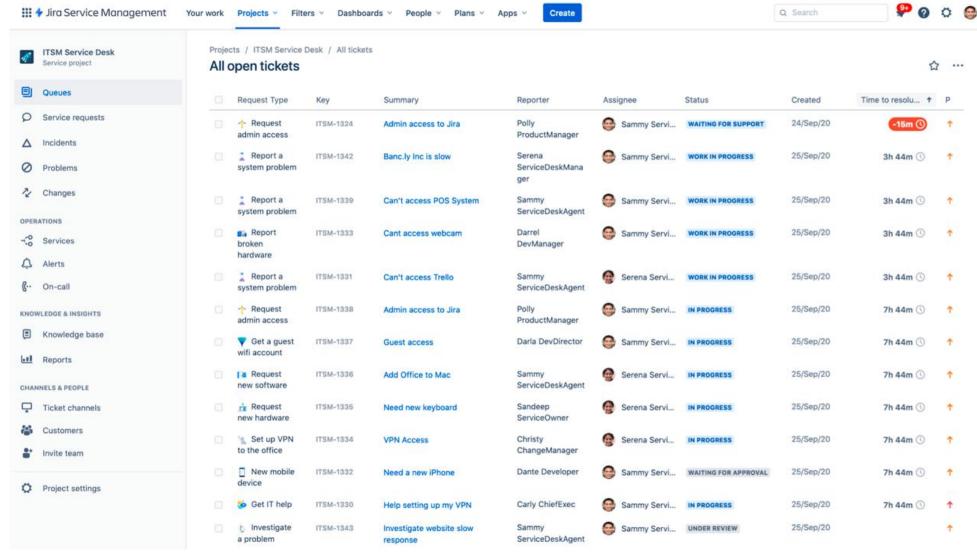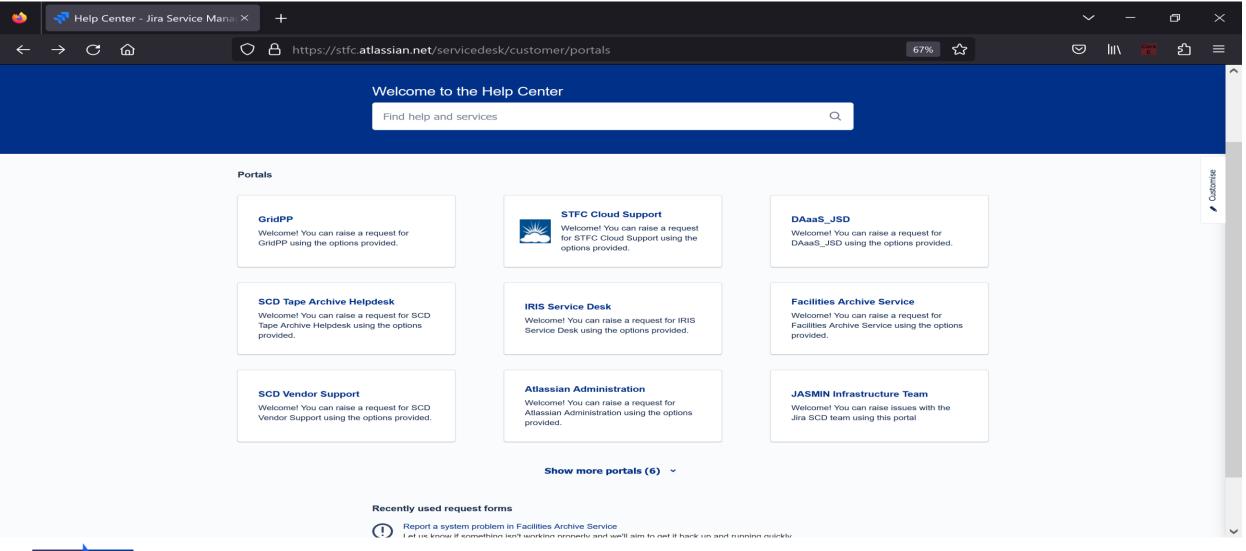
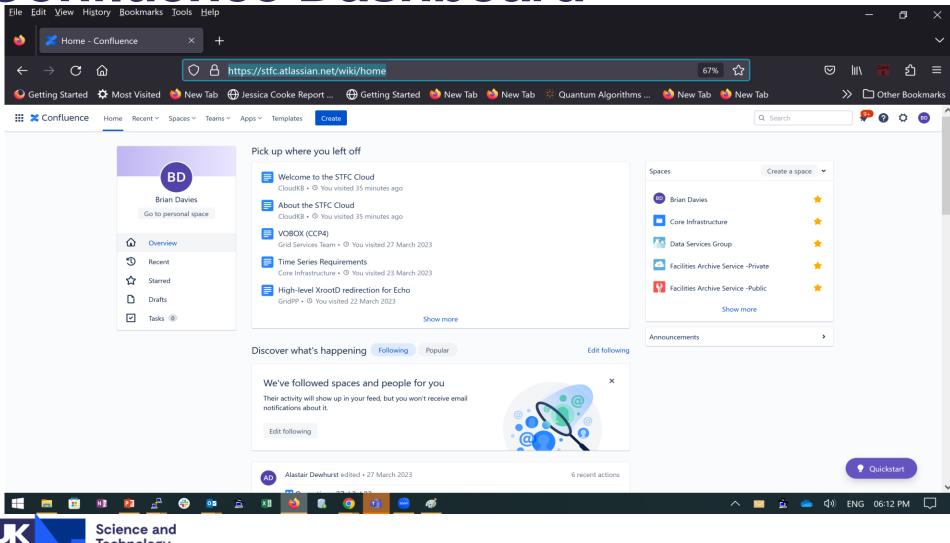# Example KANBAN board

Example Service Desk

https://stfc.atlassian.net/servicedesk/customer/portal

Confluence Dashboard

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)

Thank you