



Quality and ITIL at CC-IN2P3 - Hepix Fall 2012, IHEP, Beijing

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▶ Outline



- History overview
- Changing our ticketing system
 - Some requirements
 - How did we choose
 - Some results
- Other ongoing works

▶ History overview : 2010



- Start of ITIL oriented work
- We welcomed Dr. Holger Marten from KIT
 - 10 months
 - External view on our Service Desk and operations
- A Control room was created to improve
 - Event Management
 - Incident Management
 - Internal/external communication
- Trainings on "ITIL V3 Foundations"
- Designation of a Quality Manager
 - One contact in each team
 - Monthly reports on activity
 - Wiki

▶ History overview : 2011



- Control Room improvements
- Clarify Purchase process
 - Make it easy to understand
 - Who does what and when ?
 - Avoid unwanted situations
 - Nobody to receive the delivery
 - Nobody realizes the delivery is 3 weeks late
 - New products are not in the inventory
- Project start for ticket system replacement

▶ History overview : 2012



- Continue working on
 - Ticketing System
 - CMDB
 - Identity Management
 - Service Catalog
 - Business Continuity
- Your experience and feedbacks are welcome (tools/software/processes/...)

▶ A new ticketing system



- Why ?
 - Old tool was missing some useful features
 - Searching for a ticket without its ID
 - Difficult to keep an eye on not owned tickets
 - No escalations
 - Too much work to modify the actual tool
 - Quality trend
 - reinforce and introduce ITIL best practices
 - Improve user support
 - Anticipate future needs

▶ Features to keep



- Assign ticket to a team and not to one person
- Add notes (not visible by the user)
- Have statistics on tickets
- Authenticate using x509
- Authenticate using login/password
- Merge tickets
- Interface it with GGUS
- ...

▶ Features wanted



- Define ticket types
 - Incident
 - Request for Change
 - Information request
- Follow/watch any ticket
- Manage tickets
 - Escalations
 - Statistics
- FAQ

▶ Features for the future



- ITIL compliant product for
 - Change management
 - CMDB
 - Service Catalog
 - Service Level Management
 - Link ticket to any of these

▶ Which products ?



- Has to be open source (mandatory)
- Candidates
 - http://en.wikipedia.org/wiki/Comparison_of_issue_tracking_systems
 - http://en.wikipedia.org/wiki/Comparison_of_help_desk_issue_tracking_software
 - <http://www.pinkelephant.com/PinkVERIFY/PinkVERIFY3-0Toolsets.htm>
- First selection based on
 - The existing community
 - Product development state
 - First feeling/impressions
 - Google trends

▶ How did we choose ?



- Products to test
 - RT (Request Tracker)
 - Mantis (mostly a bug tracker)
 - OTRS (complete help desk system)
- Compare to xHelp (module from xoops)
- Total of 65 weighted criteria
 - Some are mandatory
 - In 8 categories : Authentication, Search, Features, ITIL features, Configuration, Notifications, GUI, Other
 - From 3 points of view :
 - user, helpdesk agent, administrator

Some results

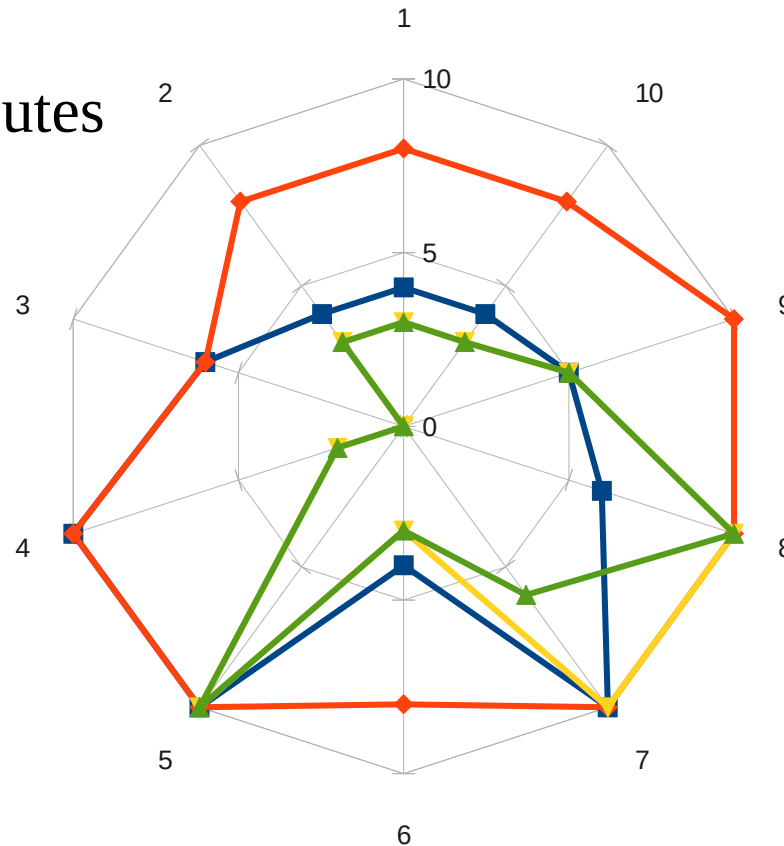


- Score for ITIL related features

■ RT ◆ OTRS ▼ MANTIS ▲ XHELP

1 - 6 : escalations

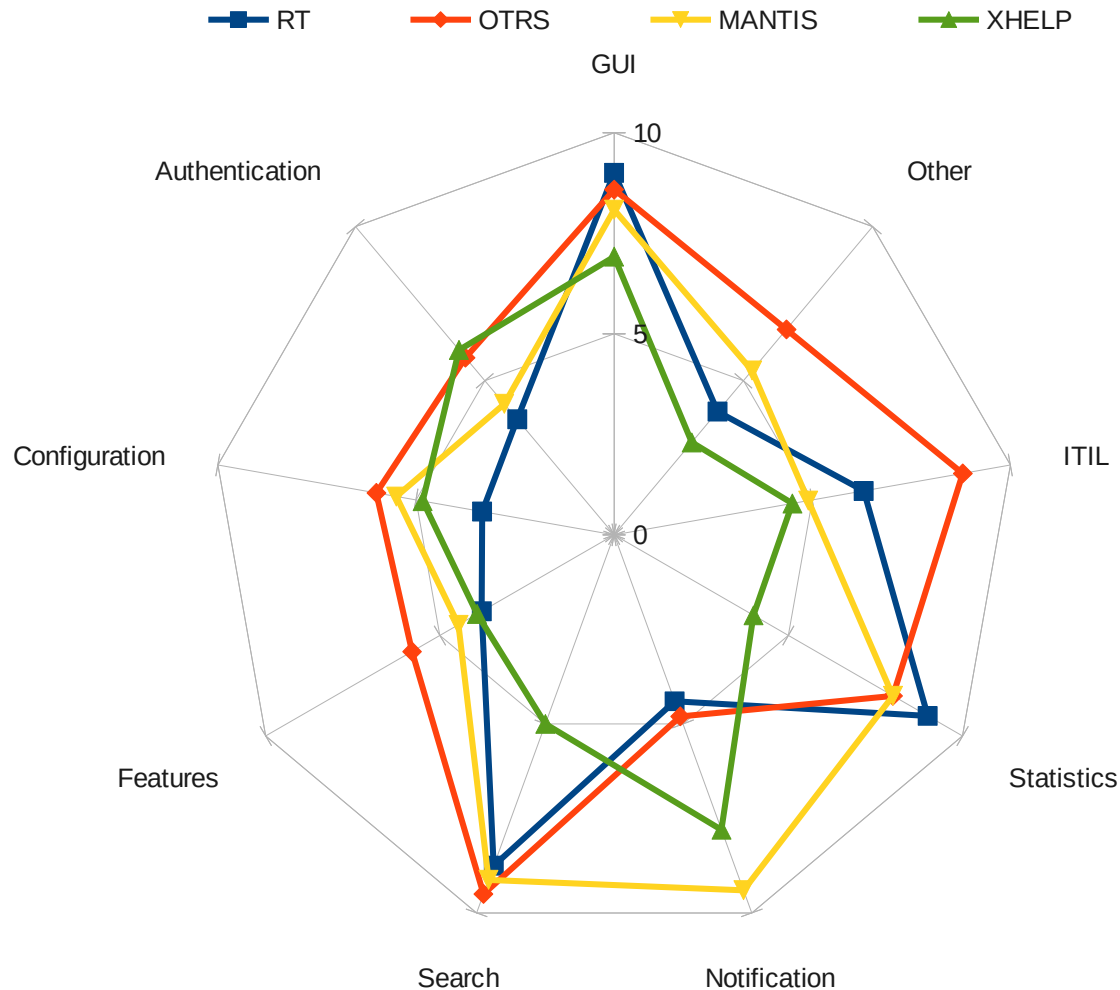
7 - 10 : ticket attributes



Some results



- Scores by category

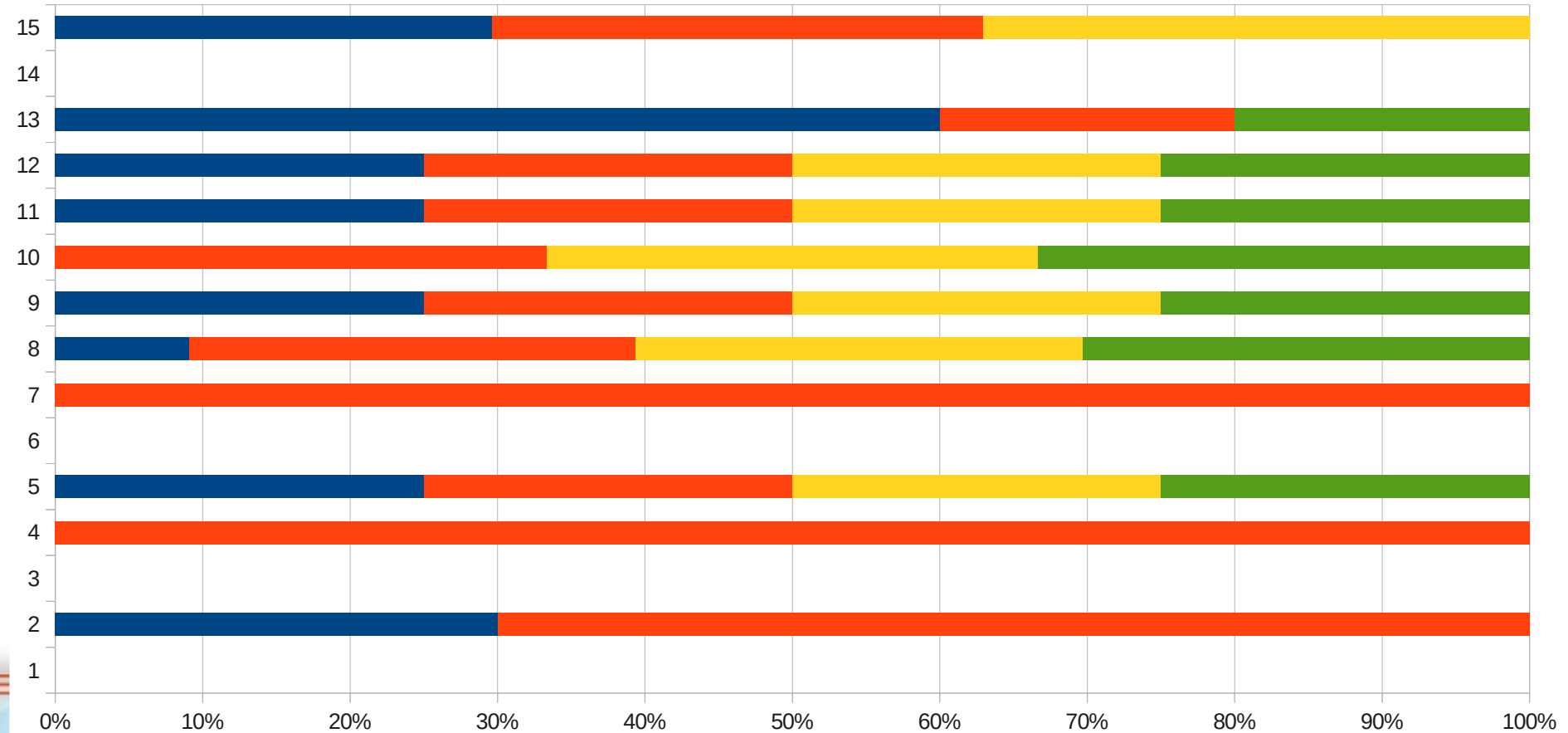


Some results



- Score by general features

XHELP MANTIS OTRS RT



▶ Our choice : OTRS



- Pros
 - A lot of features
 - Useful ITSM module
 - Highly customizable
 - Available trainings and maintenance
- Cons
 - Agent interface can be confusing
 - User cannot configure his notifications
 - Translation is to improve
 - Trainings and maintenance are not free

▶ OTRS : Let's change



- Project started in November 2011
 - Around 1 FTE (6 people were involved)
- Total of 5 days trainings from OTRS company
 - 2 for Design (how to use, define ticket queues, roles and escalations)
 - 3 for Administration (configuration, understanding how it works, tuning)
- In production since one week (October 8)

▶ OTRS : changes - some highlights



- New used processes/features
 - Escalations (soft ones)
 - 2 working hours for first answer
 - Update needed in 3 days
 - Customer closes tickets after solution (else it is automatically closed after 3 days)
 - Roles
 - Agent can no longer answer a ticket if not in his queue
 - Some queues can have restricted access
 - Security queue
 - Administrative queue

▶ OTRS : Preliminary feedback

- Some bugs not seen during test with web browser and interface language...
- Some tickets from users on the first day
 - To test it
 - IE9 compatibility issues
- Should we subscribe the 4000€ basic maintenance ?
 - 2 add ons “free” with it
 - 20 Service Request per year

▶ OTRS : Still to do



- Internal trainings
 - How to / best practices
 - Explain why escalations
 - Avoid tickets with no answer or not closed
 - Improve overall support quality
- Look at available OTRS features
 - CMDB
 - Service Catalog
 - SLA / SLM
 - Change Management

▶ Other ongoing works : CMDB

- Writing specifications
 - Keep existing systems and data bases
 - Be able to describe the configuration items (CI) as we want
 - Be able to describe data update process/workflow
 - Have an impact analysis mechanism
 - ...
- Testing some open source products (CMDBuild, OTRS, iTop)
- We will need trainings

▶ Service Catalog



- External service catalog for customers (outside HEP)
- Easy part is to describe
 - What services are available
 - What do they do
- Major difficulties
 - Service availability
 - We are used to provide "best effort" services
 - Trying to work on what we have been able to do ?
 - Keep it up to date (process/workflow)

▶ Business continuity



- Real use case risk : scheduled power outage
 - Postponed in December (previously in September)
 - 2 days without power
 - Identifying
 - Critical services (update the existing one)
 - Their power requirement (has our power generator enough power ?)
- For 2013
 - Identify the risks and do the Business Impact Analysis (BIA)
 - Establish update process/workflow

▶ Identity Management



- The need is more and more present
 - For existing services
 - For new services
 - Each one manages its own internal accounts
 - No global view on user privileges
 - No consistency in user logins (nor passwords)
 - Too many paper/oral/mail processes
- Starting a project on this topic
 - Collecting requirements
 - Reviewing an old prototype made with SUN/Oracle in 2009

▶ Common needs



- Working on CMDB leads to workflows
- Working on Identity management leads to workflows
- Saying “keep up to date” implies processes which leads to workflows
- Don't we need a workflow engine / BPM ?
 - All feedback is welcome

- Ticketing systems tested
 - RT : <http://www.bestpractical.com/rt/>
 - Mantis : <http://www.mantisbt.org/>
 - OTRS : <http://www.otrs.org/>
 - xHelp : <http://xoops.org/modules/repository/singlefile.php?cid=16&lid=1404>
- CMDB
 - CMDBuild : <http://www.cmdbuild.org/en>
 - iTop : <http://www.combodo.com/itop>
 - OTRS : <http://www.otrs.org/>
- IAM
 - Oracle OIM :
<http://www.oracle.com/us/products/middleware/identity-management/overview/index.html>



Questions ?