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ITIL at CC-IN2P3

Friday 19 October 2012 09:00 (30 minutes)

IN2P3 Computing Center cares about the quality of its services and tries to improve processes and tools using ITIL best practices.

In this talk, I'll describe what we are doing on quality. I'll show the different ongoing work : the ticketing system, the CMDB, the service catalog, the business continuity plan, the identity management, … .

I'll take some time to go deeper into the change of our ticketing system to OTRS : why change ? what software were evaluated and how ? what changes are expected in daily work ? what more than ticketing could we do with it ?

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