Contribution ID: **214**   Type: **Poster presentation**

Continuous service improvement

Monday 14 October 2013 15:00 (45 minutes)

Using the framework of ITIL best practises, the service managers within CERN-IT have engaged into a continuous improvement process, mainly focusing on service operation. This implies an explicit effort to understand and improve all service management aspects in order to increase efficiency and effectiveness. We will present the requirements, how they were addressed and share our experiences. We will describe how we measure, report and use the data to continually improve both the processes and the services being provided. The focus is not the tool or the process, but the results of the continuous improvement effort from a large team of IT experts providing services to thousands of users, supported by the tool and its local team.

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Session Classification: Poster presentations

Track Classification: Facilities, Production Infrastructures, Networking and Collaborative Tools