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Experience at CERN T0 on continuous service improvement

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This talk will present the experience at CERN T0 on continuous service improvement. During the last years, we have made 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, the positive ones and the mistakes, describing how we measure, report and use the data to improve not only the processes but to continually improve 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 service managers, sitting between the service providers and the users.

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