We choose to have "a pragmatic" quality approach

- We choose to use a methodology based on "good practices" for services management
- Which is focused on operational processes rather than norms
- Which is modular and can be used for very large but also small organizations
- Service management is a quality oriented methodology allowing better definitions of: objectives, operational processes, responsibilities, and indicators.

Our initial ambition is modest: focus our effort on "Service Operation"

- Service management methodology define best practices for the whole "Service life cycle" : Service Strategy, Service Design, Service Transition. We decided to concentrate our initial efforts on Service Operation

How a “Service oriented” methodology can help us?

We now share a common vocabulary and semantics across teams
- It takes time for everyone to understand the subtle differences between words/terms

A unique "Incident Management Process”
- will be deployed at the institute level before end of 2017
- With a well defined workflow
- And roles defined at every step of the workflow ("Incident Leader", "Incident Manager", etc.)

Resistance to change is the major difficulty
- All groups had already their own practices to manage incidents
- Different tools were used to manage incidents: CMMS, ELOG, JIRA, emails
- Accepting that defaults are publicly shown may be very difficult to accept for people

How did we overcome these difficulties?
- Strong involvement of the top management is a prerequisite
- A social spirit of kindness or “bienveillante” attitude helps accepting that failures must be visible to everyone
- “Every incident is a collective way to improve SOLEIL operation and service delivered to our users”