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Improvement of Operational Processes at the Institute Level

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Our own experience as well as that of other organizations is that it is possible to efficiently model the operational activities of groups with very different activities (from technical groups to scientific teams) with notions summarized in six different types of process which are incidents, problems, service requests, requests for changes, changes, interventions. The aim of this modeling is to give a common framework to projects and operation. It also allows a coherent measurement of the final service delivered to the end users despite the great variety of technical services whose operational performances are crucial to perform a high quality measurement on a beamline.

In this presentation, we will define the semantics of each of these processes, describe them and show how they work and interact together.

We'll give our feedback on the current implementation of this "service oriented" methodology at SOLEIL, and how it helps us to ensure a controlled operational functioning that secures the work of the support groups and the efficient delivery of services to their users in a continuous improvements dynamic.

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