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Manage your hardware failures in an (almost) automated workflow

Friday, 28 April 2017 10:15 (25 minutes)

Hardware maintenance can be time consuming depending on your processes and your retailers ones. The goal of the talk is to depict how the end-to-end chain of hardware failures, from the event to the case closing, has been mostly automated in our machines rooms. It covers diagnostics, incident tracking, parts dispatching, statistics, processes, tools, bits of SOAP code and people management.

In a word: save your sysadmins time.

Length of talk (minutes)

20

Scheduling constraints / preferences

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Session Classification: Facilities and business continuity

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