

## **Evolving the Monitoring and Operations services at RAL [to overcome the challenges of 2020]**

*Wednesday 17 March 2021 10:25 (25 minutes)*

STFC's Scientific Computing Department, based at RAL, runs an ever increasing number of services to support the High Energy Physics, Astronomy and Space Science Communities. RAL's monitoring and operations services were already struggling to scale to meet these demands and the global pandemic highlighted the importance of these systems as home working was enforced. This talk will cover the work that has been completed in the last year to upgrade our exceptional handling monitoring, on call services and ticket system as well as the significant improvements that were made to our time series monitoring service.

### **Speaker release**

Yes

### **Desired slot length**

**Authors:** MOORE, Darren (Science and Technology Facilities Council STFC (GB)); Mr NIKITAS, Christos (STFC)

**Presenter:** Mr NIKITAS, Christos (STFC)

**Session Classification:** IT Facilities & Business Continuity

**Track Classification:** IT Facilities & Business Continuity