



Contribution ID: 21

Type: **Oral presentation**

ALBA Service Portfolio Management Tools

Friday, 28 September 2018 12:00 (30 minutes)

Seeking new solutions to improve the coordination of support and development activities that until little were fragmented in different tools, ALBA has deployed a unique management system that combines state-of-the-art service and project management best practices. Now, 100% of ALBA support groups from Beamline Support, Controls, Electronics, IT, MIS, Health & Safety, Infrastructure, Engineering Transversal, Communication and more, manage their support and development activities in a single, agile service management tool that significantly improves the collaboration between teams and results in an agile service portfolio management.

Primary author: Mrs MARTIN, Malysa (CELLS)

Co-authors: Mrs MARTINEZ BONILLO, ANA BELEN (ALBA Synchrotron); Mr PÉREZ FONT, Antoni (ALBA Synchrotron); COLLDEL RAM, Carles (ALBA Synchrotron); SALVAT ITURBIDE, Daniel; FERNÁNDEZ, David; FRAGA, Edmundo (ALBA Synchrotron); CUNÍ SOLER, Guifré; FUENTES RAMÍREZ, Lluïsa; MATILLA, Oscar (ALBA - CELLS)

Presenter: Mrs MARTIN, Malysa (CELLS)

Session Classification: Session VI Oral Presentation

Track Classification: Asset and maintenance management tools