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Towards a unique portal for Synchrotron SOLEIL operation processes

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High quality of service is SOLEIL is a key mission since 2007. Operation processes and information systems have been defined mostly on the fly by different teams all along the Synchrotron's journey. Some major outcomes are a limited cross-teams collaboration and a slow learning organization.

Consequently, we are currently implementing a holistic approach with common operational processes and a shared information system. Our first process is "incident management"; an incident is an unplanned disruption or degradation of service. We have tackled incident management for the accelerators since January 2018 and we are planning to extend it to beamlines, early 2019. As a follow-up, we will address the "problem management" process (a problem is the cause of one or more incidents).

This presentation will present the journey we've been through including our results, improvements and difficulties of implementing this new way of working.

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