Impact of Configuration Management system of computer center on support of scientific projects throughout their lifecycle

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# Scientific project support system components

Informational unit

- Project and user registration;
- Event registration;
- Computation and resource consumption data accounting and analysis;
- Project management based on data analysis;

Technological unit

- Resource providing;
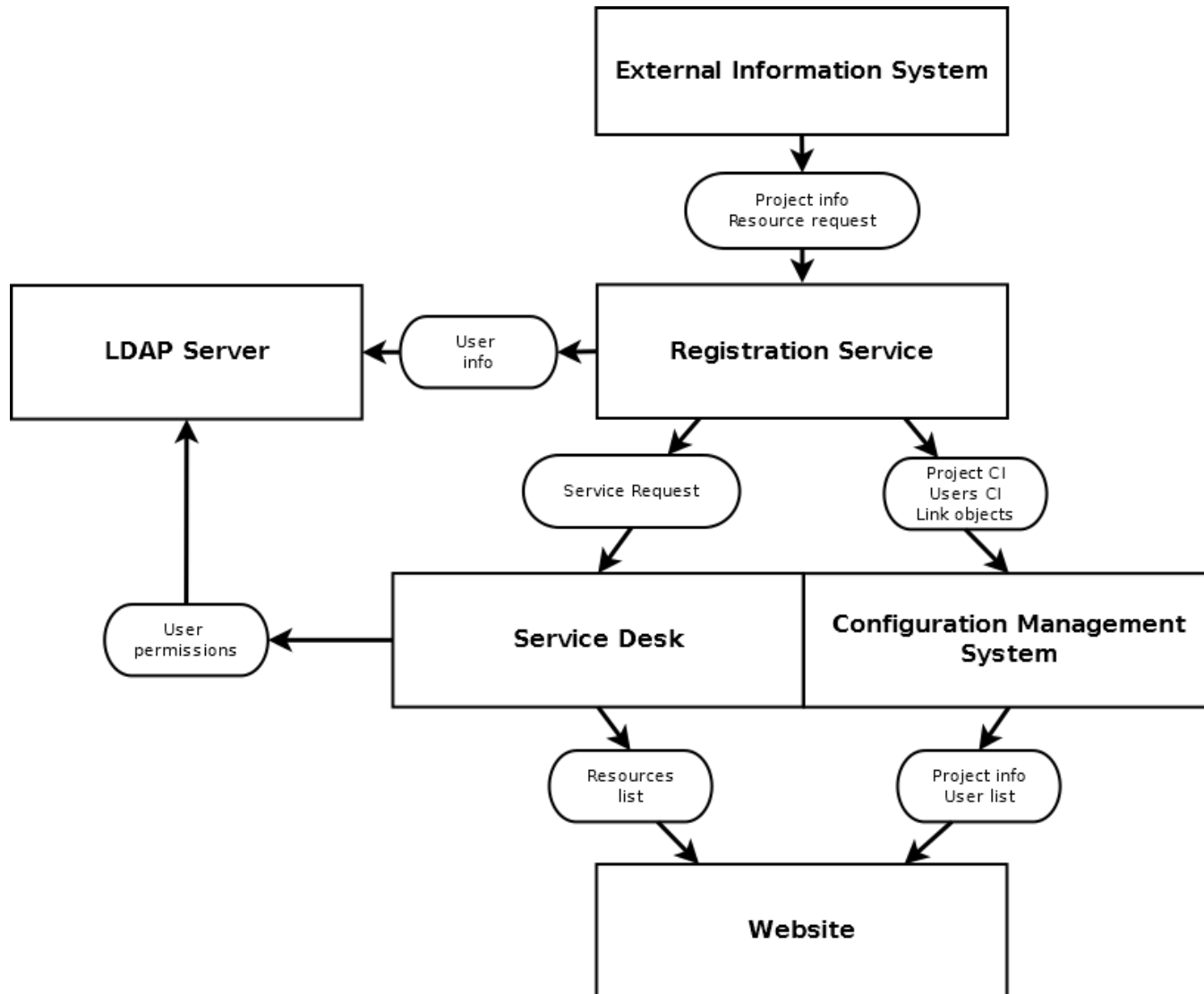- Incident processing;
- Service request processing;

Problems

- Low service support quality;

- Significant time costs of every operation;

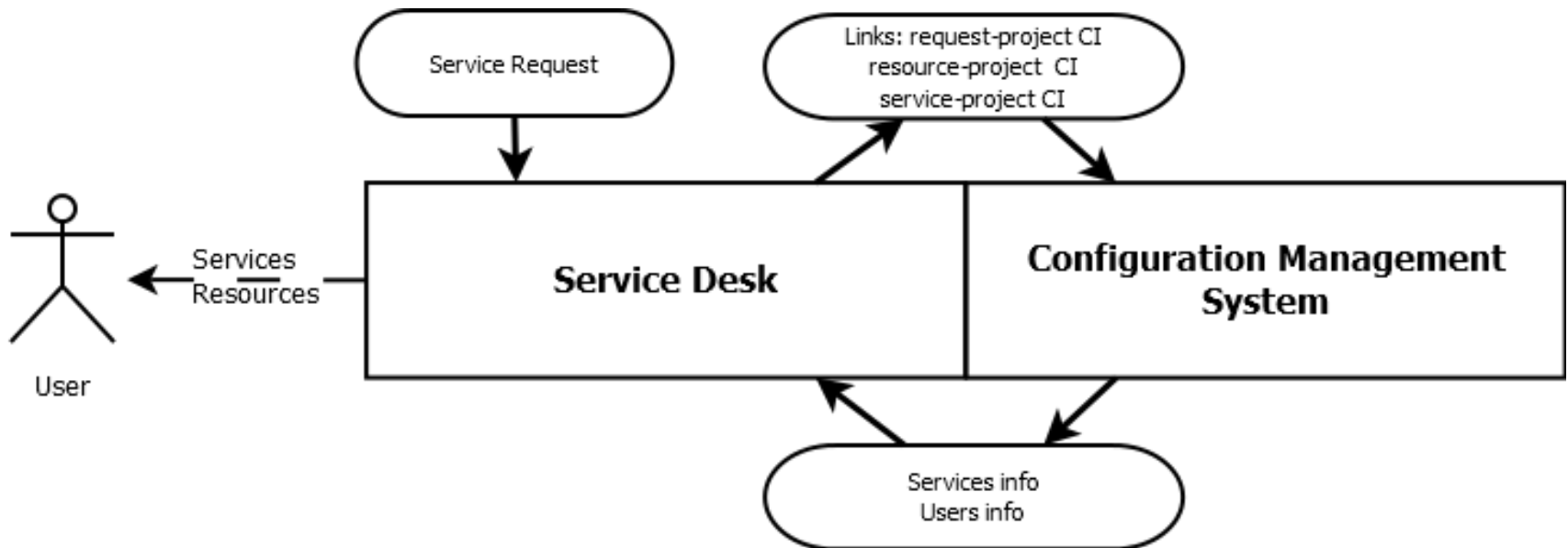- Low level of control of changes in infrastructure;
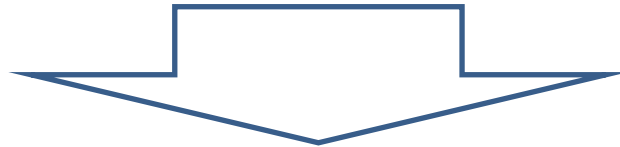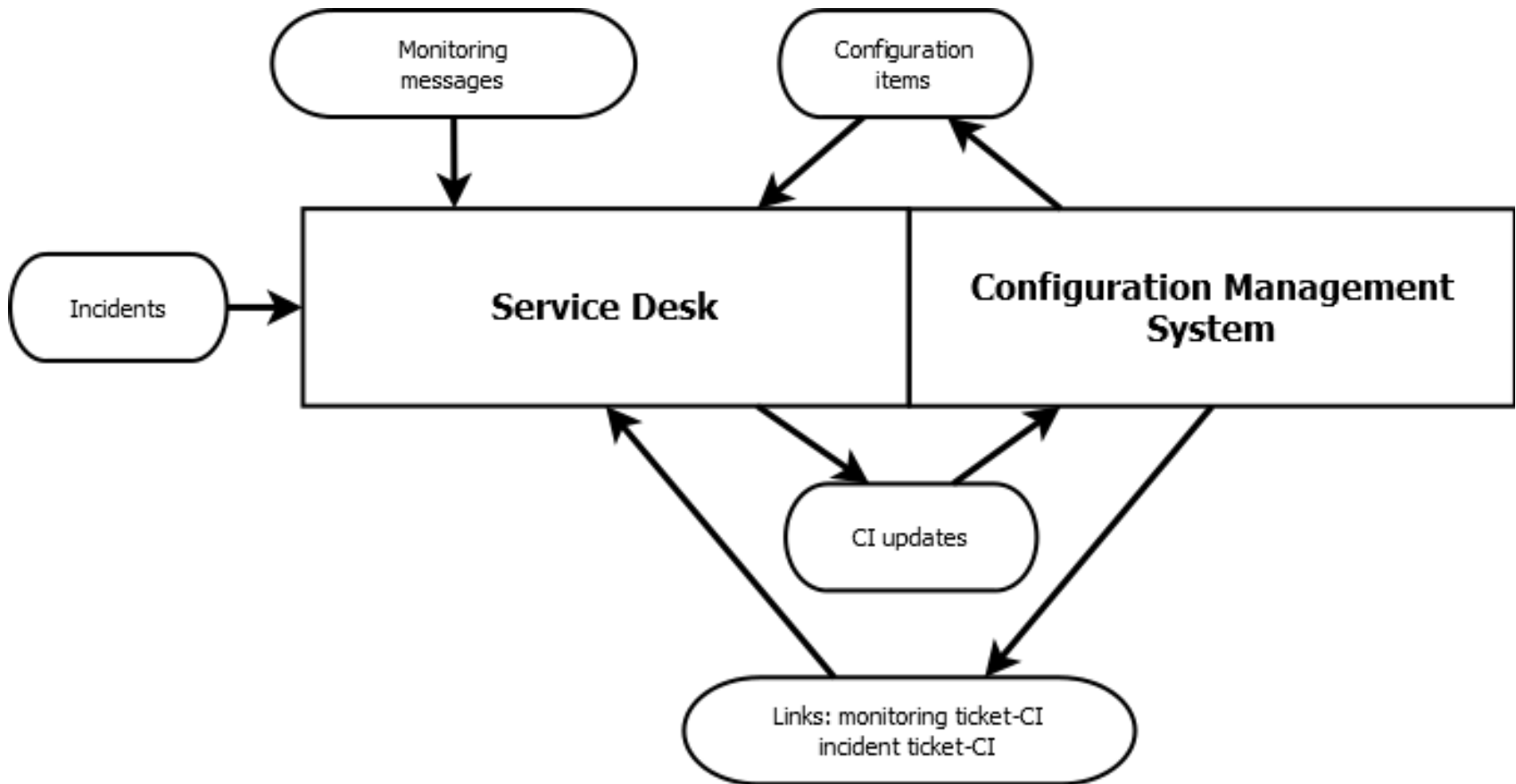
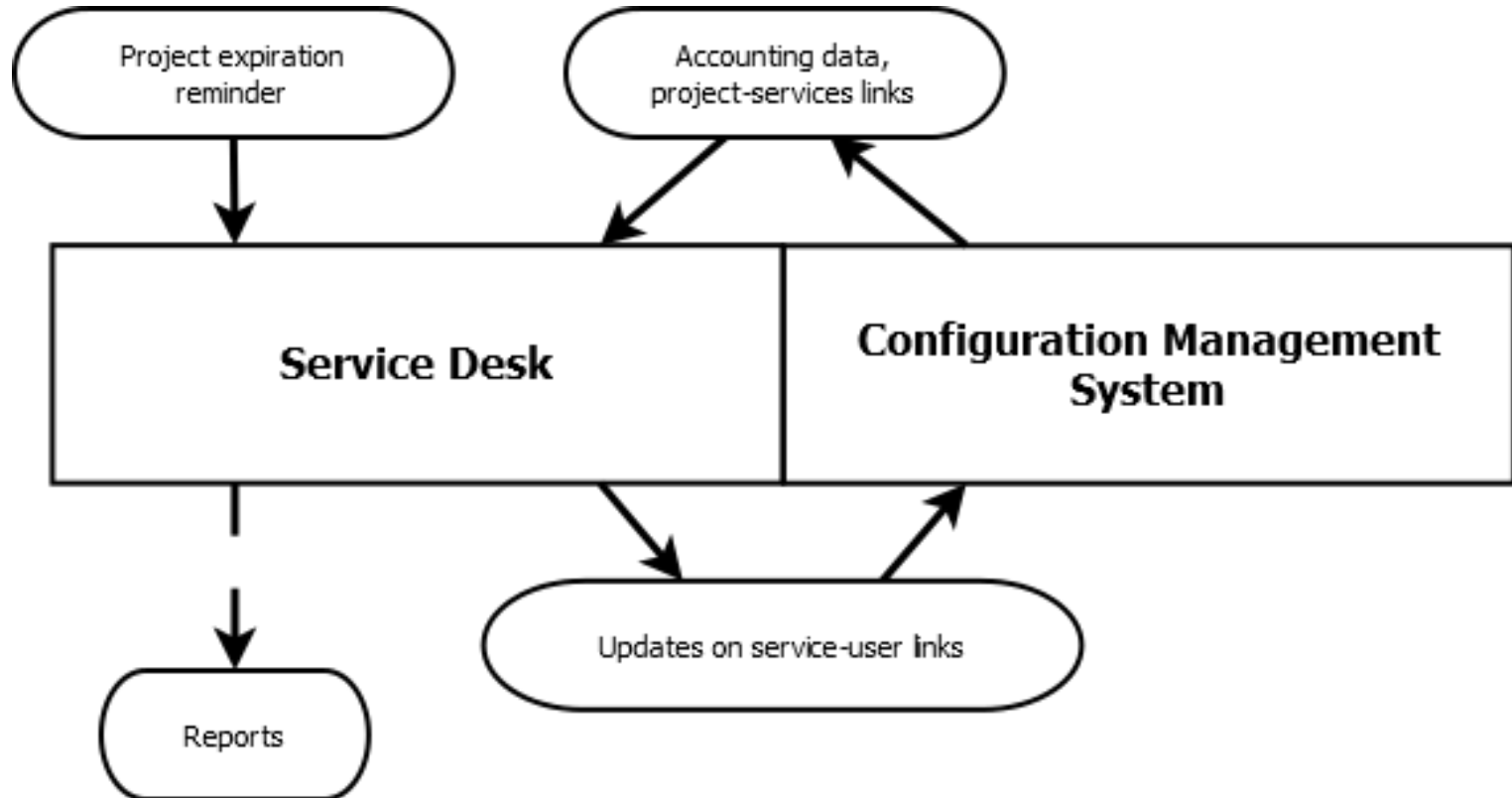User dissatisfaction

Project registration

Service provision

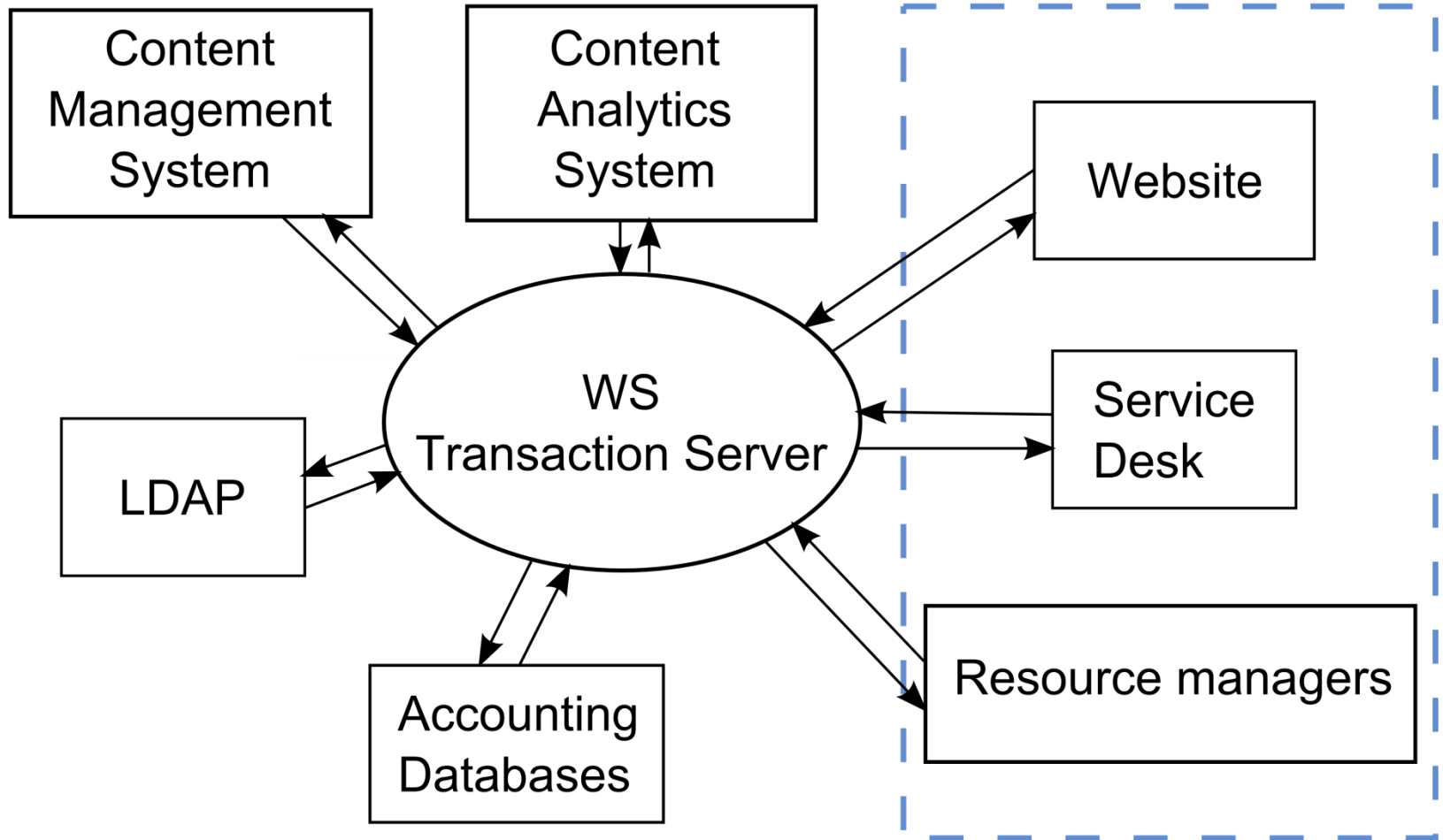# Service support

Project completion
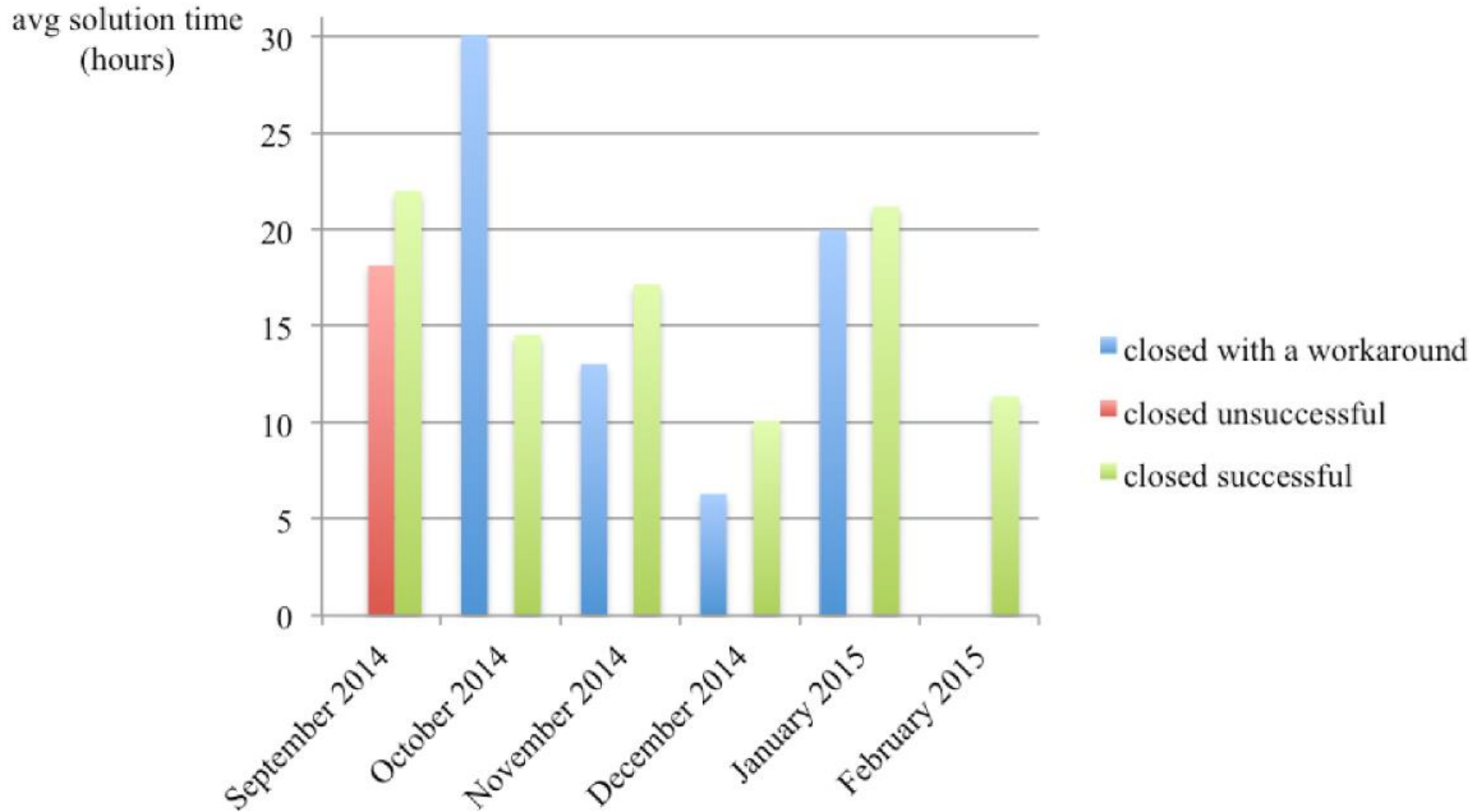
OTRS::ITSM service desk

- Non-commercial and open-source;
- ITIL 2011 certified;
- Includes required objects and database;
- Supports all processes of technical support;
- Provides automatic report generation;
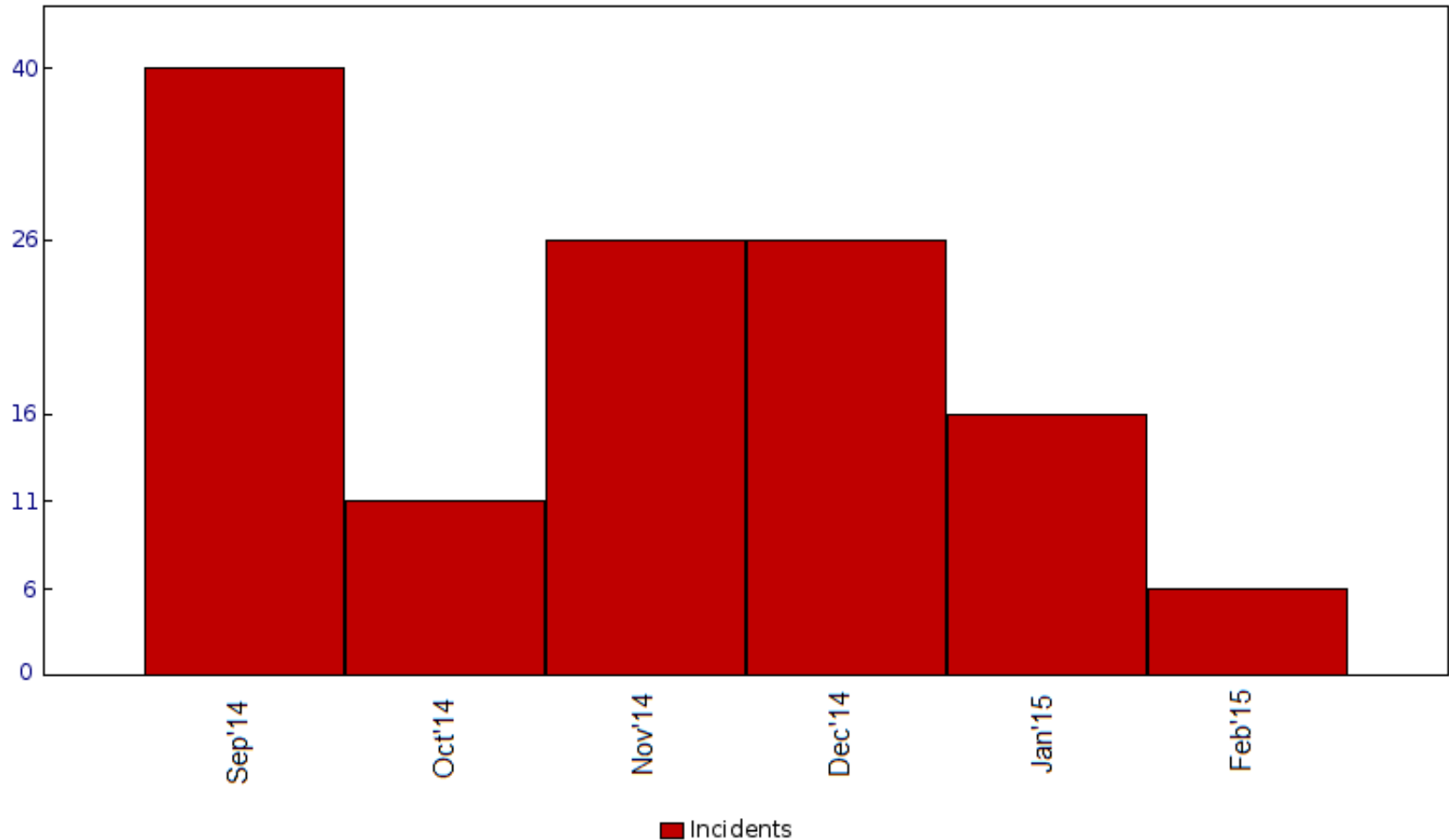- Provides a web service API;

Web services

Impact on
Incident solution time

Impact on incident quantity

Subjective impact

- Simplified capacity, availability and continuity planning;

- Improved analysis of impact of changes and control of their processing;

- Clarified report creation;

- Prevention of new incidents using analysis of monitoring messages;

Conclusion

- CMS affected every stage of IT service lifecycle;

- Usage of the CMS increased IT services support quality;

- Every operation dependent on IT component data runs faster;

- Improved control of infrastructure prevents errors and simplifies planning;

Further perspectives

- Complex of configuration management and change management systems;

- Automated provision of recommendations about usage of services from the analysis of:
  - ➢project objectives data,
  - ➢service requests data,
  - ➢QA surveys data;

- Automatic reflection of infrastructure changes in the CMDB;

Questions?