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Reporting Incidents using JIRA Software at Synchrotron SOLEIL

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Synchrotron SOLEIL is the 3rd generation French synchrotron light source. It has been in operation since 2007 providing photon beams to 29 beamlines with a maximum intensity of 500 mA 5000 hours a year.

Since the beginning of 2018, the operation group has been migrating to JIRA Altassian Software as a unique tool for reporting failures. The tool was already used by the computing division for managing user requests, software evolutions, problems, etc. On the operation level, JIRA is already recording all the demands of interventions and access to the tunnels. It provides a better interaction between the reporter and the support groups that are involved in the process of resolution. Anyone can report a failure related to the accelerators by creating a ticket. Here we will describe the workflow to manage an incident during its full lifetime and give first operational feedback.

Dashboards are available for all support groups reporting incident by severity level, which is a major asset compared to the previous logbook we used in terms of quality, interaction with people and reviews. It also improves integration between support, developers and operations.

Since mid 2019 a JIRA referent for each support group was appointed; their role is to follow their group incidents and keep the incident database up-to-date. We have set up JIRA training courses to teach best practices for tracking incidents.
Our goal is at the beginning of 2020 all the support groups are self-ruling.

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