Contribution ID: **54**   Type: **oral**

Why change our fault logging system?

Thursday, 14 November 2019 16:30 (30 minutes)

Operations group have developed and used a Microsoft Access based fault database since we started commissioning Diamond in 2006. Inconsistent update of responses and corrections sent be email or posted in the main log often results in information about the faults being lost, meaning a new more integrated approach was desired. In addition concerns with the lack of change history and granular control within this database resulted in limiting who had permission to use it. Partially as it was already in use in other groups within Diamond, we selected JIRA as a replacement platform. Some of its main advantages are, its web based and therefore cross platform nature, user logging and tracking, and its ability to link faults to each other even across JIRA projects from other groups. Our rollout strategy allows migration in incremental steps, currently synchronising to the access database using a python API.

Primary author: BAILEY, Chris (Diamond Light Source)

Presenter: BAILEY, Chris (Diamond Light Source)

Session Classification: Software Tools for Reliability