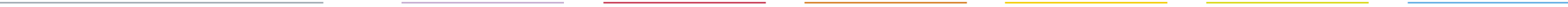




Growing a Culture of Service Management at NeSI

eResearch Australasia 2023



Service Management is how teams manage the end-to-end delivery of services



NeSI

New Zealand eScience
Infrastructure

Growing the computational capability of New Zealand researchers for our wellbeing

collaborative values + *eResearch expertise* + *shared infrastructure*



**Training &
capability-building**



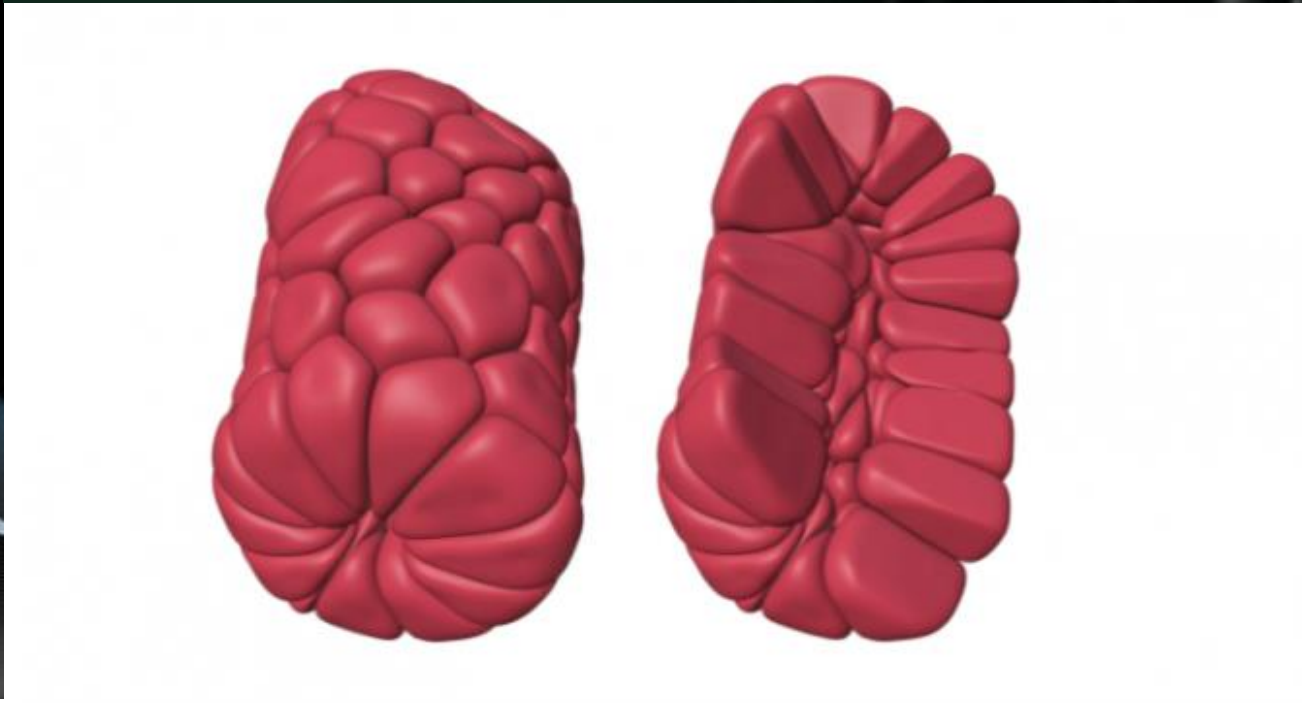
**Computing
platforms &
services**

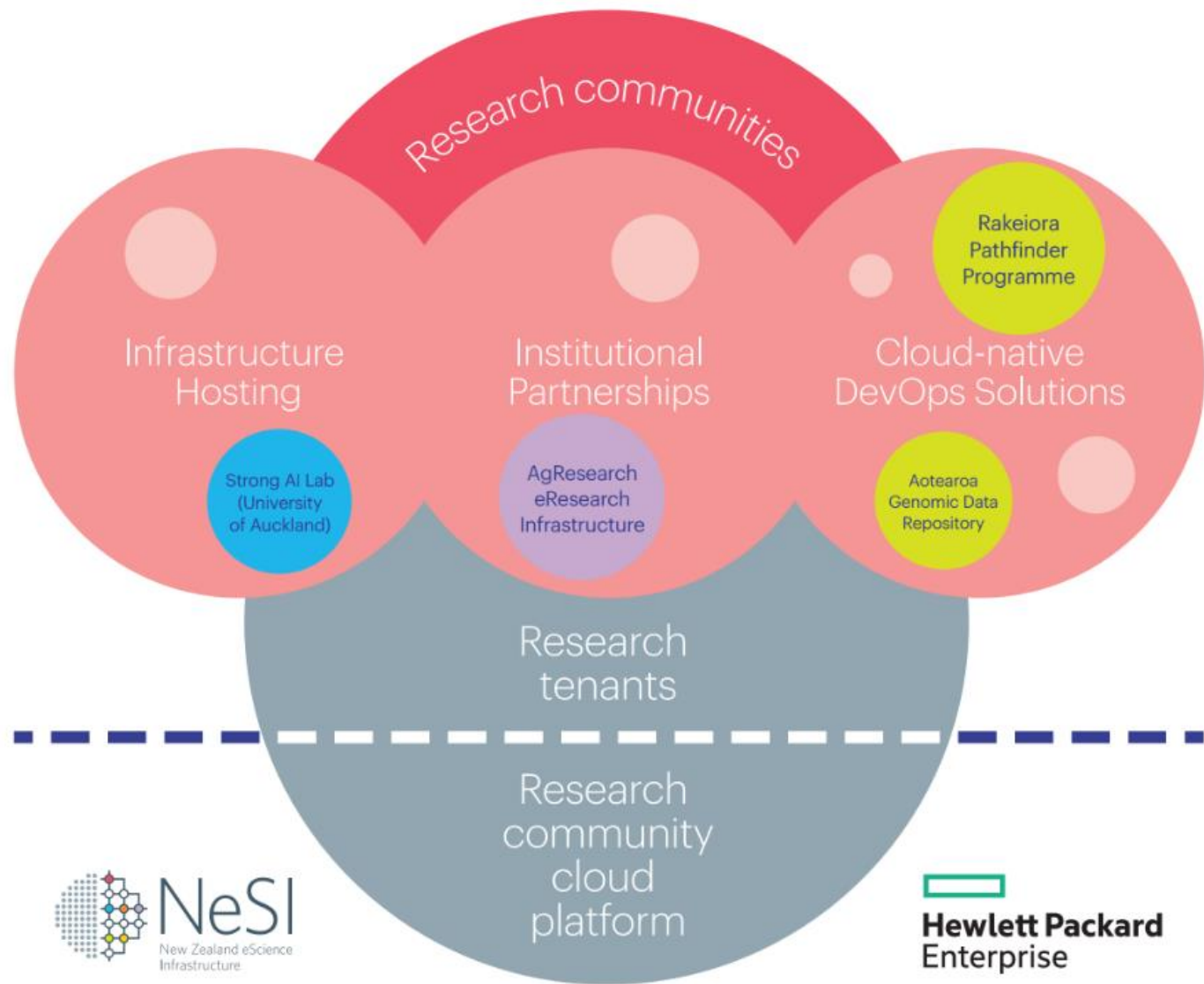


**Data & software
tools**



**Consultancy &
partnerships**





REANZ

A team of global experts driving innovation

StackHPC





The research sector and its needs continue to evolve

Growing need to engage (more/differently) with IT teams
and vendors



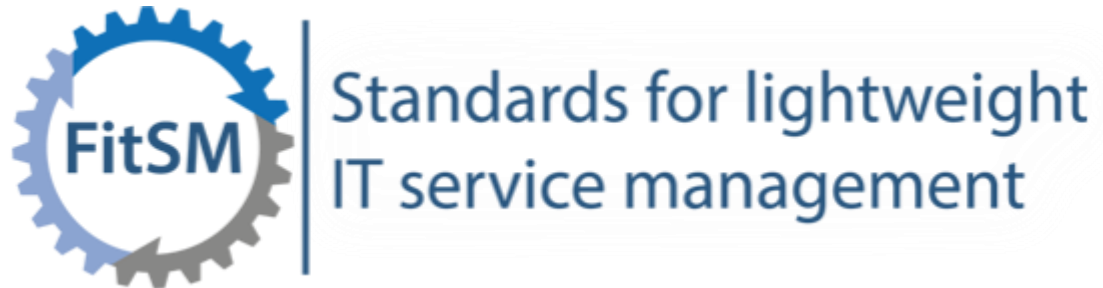
What these changes mean for NeSI

More deliberate Service Management to support **quality** experiences for our researchers and customers

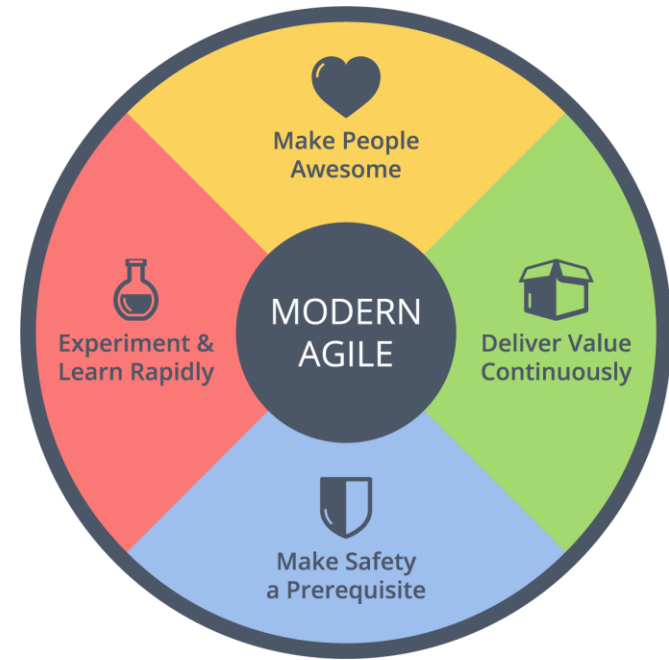
- **Scalable, reproducible** approaches to support more services for different customers
- **Transparent, and compatible** processes to allow more people to contribute and collaborate



Our approach



Our approach(es)



FitSM fundamentals

- ❑ Need a process that is embraced / implemented / part of ways of working
- ❑ Need someone who 'owns' it
- ❑ Needs to be continuously improved
- ❑ Not going to work without senior stakeholder and team buy-in



Case Study: Service Management for AgResearch's eResearch Infrastructure



“What does AgResearch need to feel comfortable?”



figshare

REANWZ



NeSI

New Zealand eScience
Infrastructure

DATACOM



NIWA

Taihoro Nukurangi



THE
CARPENTRIES



Hewlett Packard
Enterprise



agresearch

āta mātai, mātai whetū



UNIVERSITY OF
AUCKLAND

Waipapa Taumata Rau

NEW ZEALAND

Incident Management



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Q Search

NeSI Flexi Services Service project

Queues

Service requests

Incidents

Problems

Projects / NeSI Flexi Services / All tickets

All open tickets

<input type="checkbox"/>	Request Type	Key	Sur
<input type="checkbox"/>	✉ Emailed request	FS-45	CSI cor clu: are
<input type="checkbox"/>	✉ Emailed	FS-54	Rec

About This Site

AgResearch eRI status

23/05/26 - Postmortem - eRI storage outage

Owned by Gene Soudlenkov (Deactivated) ...
Last updated: 14-06-2023 • 3 min read • 18 people viewed

Attending: @Gene Soudlenkov (Deactivated) @Georgina Rae @Yuriy Halytskyy @Adam Thomas @Susheel Gokhale David Honey, Tony Racho














Apologies: @Ben.Taylor

i In carrying out this Post-Mortem it is assumed that every team and team member acted with the best intentions based on the information they had at the time. This is a blameless session to identify the cause of the issue and document any learning or changes we can make to our processes going forward.

Change Management

Projects / NeSI Flexi Services / Changes

All changes 🔗

<input type="checkbox"/>	Key	Summary	Reporter	Assignee	Status	Change type	Create
<input type="checkbox"/>	FS-2511	Rebuild ondemand.eri instance	Kenny Zhao	 Kenny Zhao	PLANNING	Normal	13/10/
<input type="checkbox"/>	FS-2499	another test by Greg please ignore	Greg Hall	 Greg Hall	PLANNING	Emergency	12/10/
<input type="checkbox"/>	FS-2493	StackHPC need to refresh Yoga OpenStack containers	Sean Matheny	 Sean Matheny	REVIEW	Normal	11/10/
<input type="checkbox"/>	FS-2488	StackHPC need to upgrade the Greta Point Ceph Cluster to Rocky	Sean Matheny	 Sean Matheny	REVIEW	Normal	11/10/
<input type="checkbox"/>	FS-2486	Replace SSL cert in Greta Point Ceph Cluster	Sean Matheny	 KP Karl-Heinz Preuss	REVIEW	Normal	11/10/
<input type="checkbox"/>	FS-2484	Change the compute instances to agr flavors	Yuriy Halytskyy	 Yuriy Halytskyy	REVIEW		11/10/
<input type="checkbox"/>	FS-2478	Failover testing of the REANNZ uplink connections	Sean Matheny	 Sean Matheny	AWAITING IMPLEMENTATION	Normal	10/10/
<input type="checkbox"/>	FS-2475	Firmware Upgrade a02hgf01 to 05, a02hgs01 to 10	sobha.nair	 S sobha.nair	AWAITING IMPLEMENTATION	Normal	10/10/
<input type="checkbox"/>	FS-2464	Firmware upgrade needed on AgR Flexi Compute Node a02co05	Sean Matheny	 Sean Matheny	REVIEW		09/10/
<input type="checkbox"/>	FS-2405	PFSS Version upgrade to V2.1	sobha.nair	 S sobha.nair	REVIEW		03/10/
<input type="checkbox"/>	FS-2329	Slurm config changes / tuning	Blair Bethwaite	 Yuriy Halytskyy	REVIEW		22/09/
<input type="checkbox"/>	FS-2326	Firmware upgrade needed on AgR Flexi Compute Node a02co06	Sean Matheny	 Sean Matheny	AWAITING IMPLEMENTATION		22/09/
<input type="checkbox"/>	FS-2025	Planning for DMF upgrade to DMF Suite 4.8 (DMF-7.8)	Susheel Gokhale	 SG Susheel Gokhale	PLANNING		28/08/

Service Design, Product Management & Continuous Improvement

	<input type="checkbox"/> Aa Summary	Comments	Insights	Goal	Roadmap	Status
<input type="checkbox"/> Growth						
<input type="checkbox"/> Cloud offering 10 ideas						
<input type="checkbox"/> Orchestration Engine - Heat			Delight users			DELIVERY ▾
<input type="checkbox"/> Load balancer			Essential building block	Now		DELIVERY ▾
<input type="checkbox"/> Images			Essential building block	Now		DELIVERY ▾
<input type="checkbox"/> K8s Cluster Orchestration			Delight users			DISCOVERY ▾
<input type="checkbox"/> Identity management			Essential building block	Now		DELIVERY ▾
<input type="checkbox"/> Dashboard			Delight users	Now		DELIVERY ▾
<input type="checkbox"/> Network			Essential building block	Now		DELIVERY ▾
<input type="checkbox"/> Compute Instances	5	1	Delight users Essential b	Now		DELIVERY ▾
<input type="checkbox"/> Object storage			Delight users			DISCOVERY ▾
<input type="checkbox"/> Block storage			Essential building block	Next		DELIVERY ▾

Tools that enable us to manage services



Jira Product Discovery



Confluence



How to ... Cloud 'way' Home?

- 1. Define your cloud strategy
- 2. Assess your current state
- 3. Develop a cloud roadmap
- 4. Implement your cloud strategy
- 5. Monitor and optimize your cloud environment





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