

# Hornbill's Supportworks Provides Incident and Change Management for Atos Origin at the Torino 2006 Olympic Winter Games



Atos Origin, through the acquisition of SchlumbergerSema, signed the largest ever IT related contract for a sports event in December 1998, to become the Worldwide IT Partner for the Olympic Games. The contract, with the International Olympic Committee (IOC), covered four Games over eight years, Salt Lake City in 2002 (operated by SchlumbergerSema), Athens in 2004, Torino in 2006 and Beijing in 2008, and has subsequently been extended to include Vancouver in 2010 and London in 2012.

## Knowledge Transfer

As the Olympic Games' IT integrator, Atos Origin is responsible for the design, build and operation of the IT infrastructure. As each Games is completed, Atos Origin aims to transfer its knowledge and experience to decrease future costs and to lower risks through knowledge mapping, critical knowledge recovery and retention. One of the key platforms for storing information about the IT infrastructure, the problems that arose and the subsequent resolutions is Supportworks from Hornbill.

## Different Challenges and a Wider Scope

Parallel implementations of Supportworks took place in Athens and Torino in April 2003. In Athens, Atos Origin led a consortium of technology Partners that supplied a vast IT infrastructure. Whilst the Olympic Winter Games are smaller in size than the Summer Games, there are different issues to overcome. The IT infrastructure provides systems covering 7 sports which have 84 separate events, 28 venues, and provides information to 2,500 athletes, and 10,000 media representatives. The systems are run by a 1,200 strong IT team which includes volunteers and 4,700 Lenovo computers including 1,800 results terminals, 450 servers, and 700 printers. Deploying systems for the Olympic Winter Games represents a major challenge due to the environment, i.e. weather constraints, transportation and communications issues. In addition to the primary functionality of Call Management, the scope of the system provided by Hornbill was widened to include Change Management. Supplementary on-site customisation for key processes included Log Call Forms for Scheduled Activities and capturing Non-Technical Information that aids Knowledge Transfer and analysis after the Games. This contributes to the aim of learning from each Games so that the next event runs more smoothly and the IT infrastructure is more efficient.

## Highlights

- Proven versatility and easy to customise to meet changing and growing requirements
- Knowledge mapping and storage facilities will help to save costs on future Olympics Games IT systems deployments
- Highly scalable and robust under extreme pressure - 1,200 strong IT team which includes volunteers, managing 4,700 computers providing systems accessed by 90,000 members of the Olympic family
- Supportworks' unique Non-polling Architecture filtered over 97% of network traffic



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Alan Crompton, Atos Origin's Operations Manager for the Torino 2006 Olympic Winter Games

Working with Atos Origin, an extensive Technical Test programme was undertaken in Turin by representatives of Hornbill's Development and Support Team. These tests provided the necessary validation that the customised application would sustain the required levels of performance, capacity and availability.

### Integrated Testing and Change Management

Atos Origin has built two main IT solutions to run the Games, the Information Diffusion Systems (IDS) which is accessed via an Intranet by 90,000 members of the Olympic family, and the Commentator Information System (CIS) which provides results to broadcasters and background information to commentators.

These systems are designed and thoroughly tested well before the Games. In the case of Torino, Atos Origin had three years to plan and develop the systems, but only three months in which to test them due to the weather - it has to be cold and snowy to run the test events, but the weather limits changes to external infrastructure, which had to be completed and in place by the end of October 2005. Any later and the weather is too harsh. Hornbill's Supportworks was used to track all incidents and provide instant visibility of any problems that arose during testing. Any changes that are made to the systems are fully risk assessed and analysed first to ensure compliance with Atos Origin's rigorous Change and Configuration Management processes and all data is stored for future reference.

Alan Crompton, Atos Origin's Operations Manager for the Torino 2006 Olympic Winter Games explains, "In Torino we used Supportworks to provide a more feature-rich system that accommodates many more of our service management processes. It is testament to the product's flexibility and deep functionality that we were able to use it with so little customisation to support the Athens Games and then use it as a platform for a more highly customised system for Torino. Due to the differing timescales we were able to fine tune Supportworks using in-house resources to meet our detailed specifications and to ensure that we provide a full IT Service Management tool for our users."

### Fully Supported IT Infrastructure

As for Athens, there were multiple venues at Torino. The venue types fall into different categories namely, Competition, Major Non Competition, Non Competition and IT Facilities. Over 20 venues had an on-site support team. Helpdesk, infrastructure and application staff were using Supportworks to log and support all incidents. Supportworks is integrated with LANdesk, asset tools, contact management systems and the operations intranet system (available to the Technology User Community) which queried Supportworks displaying Severity 1 and 2 information and dynamic HTML reports.

Problems or incidents were either reported to the local helpdesk or escalated to the Main Technology Centre (MTC) depending on the level of support required. The MTC managed the global IT solution for the Games and had monitoring systems looking at all network devices and all servers ensuring that all systems were working as they should. Also based at the MTC were a team of applications specialists to manage all central games applications like the INFO2006 system (part of the IDS) and the CIS.

Due to the extreme cold environment that can affect electronics, systems are delivered to the venues on a just-in-time basis. This needs to be managed very closely due to the mobile and temporary nature of the systems, with any problems being reported and resolved promptly.

When asked to summarise, Alan Crompton commented, "Supportworks has now been deployed and operated on behalf of Atos Origin in both Summer and Winter Games environments. One of the primary considerations for working with Supportworks was its ease of customisation and for the solution to grow and evolve in line with the project requirements. The product and Hornbill have not only met, but exceeded expectations".

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