



EPCC Quality Management System and ISO9001 Award

Dr Alan D Simpson

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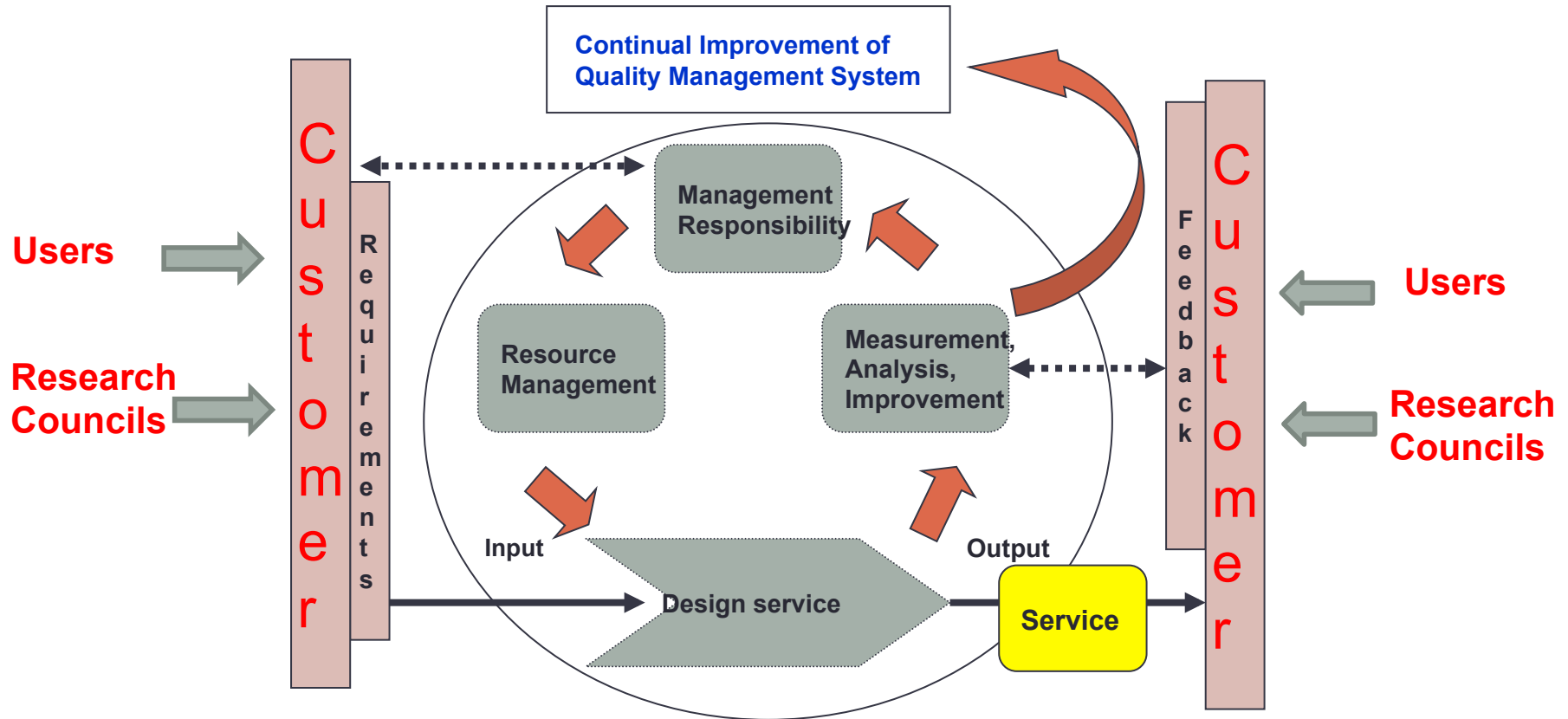


Process at EPCC

- Started formalising/standardising EPCC processes after the formation of the Applications Group in 1997
- PRINCE2 project management introduced in 2009
- ITIL service management since 2012
- Focus on ISO9001:2015 for last 18 months
- Motivation
 - Ensure that we provide the best service to our users
 - Codifying best practice → normal practice becomes best practice
 - Less reliant on information stored in individual's heads
 - Baseline for continuous improvement



The Structure of ISO9001



Vision

EPCC is dedicated to providing quality services that meet or exceed customer expectations. We consider the pursuit of quality and continual improvement to be an on-going responsibility of every employee in our organisation.



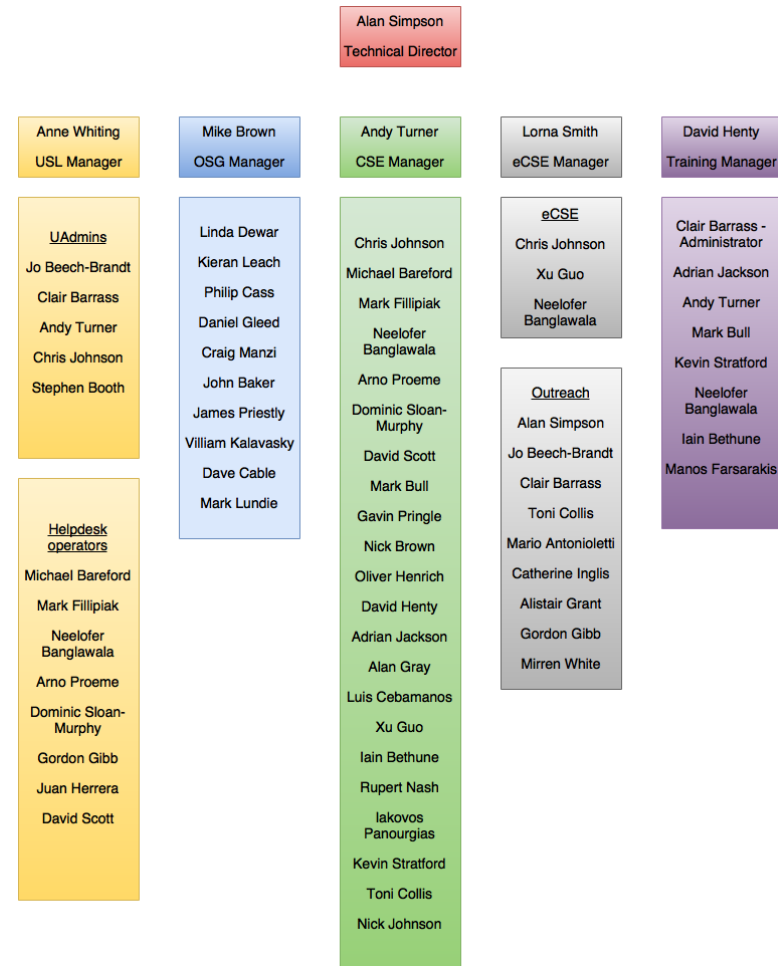
Quality Policy and Quality Objectives

- Must ensure **Quality Policy**:
 - is appropriate to the organisation
 - includes a commitment to requirement and continual improvement
 - provides a basis for establishing **quality objectives**
 - is communicated and understood within the organisation
 - is periodically reviewed for suitability
- **Quality Objectives** must be defined; they must reflect the quality policy, be coherent, and align with the overall business objectives, including customer expectations



Scope of Quality Management System

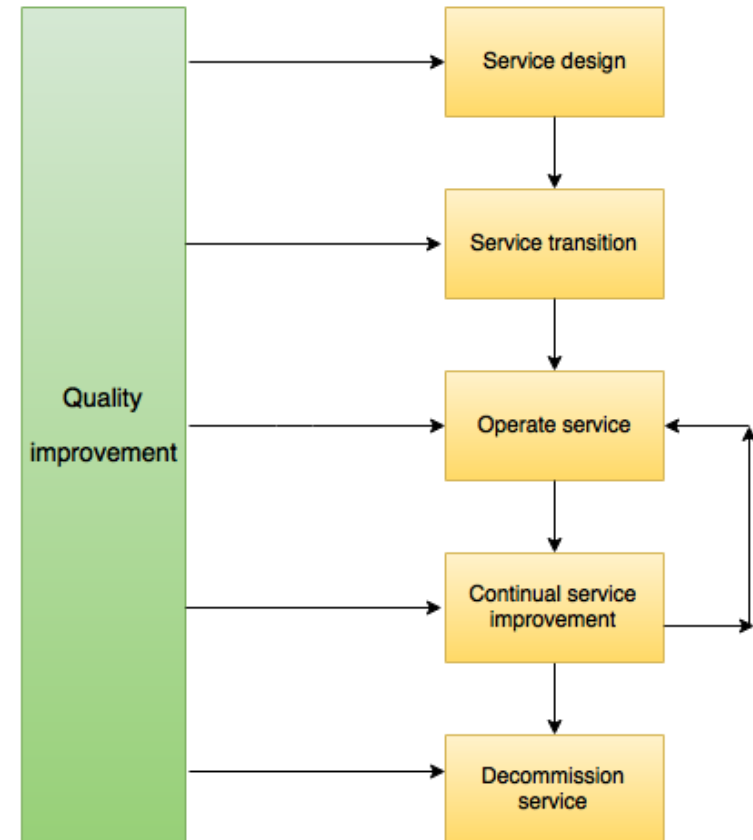
- Provision of National HPC Services
 - Both Tier 1 and Tier 2
- Processes cover:
 - Helpdesk
 - System Administration
 - CSE
 - eCSE Programme
 - Training
 - Outreach



ISO9001 and ITIL

- Our implementation of ISO9001 QMS is based on established high quality ITIL processes
- Structure is similar to ITIL service lifecycle
- Around 20 ARCHER staff have already passed ITIL training courses
- All ARCHER staff have attended ISO9001 training seminars

Running a National HPC Service



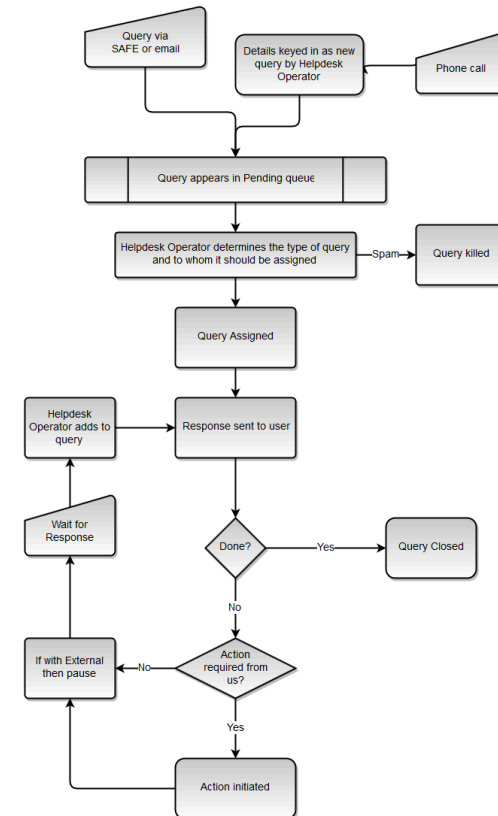
QMS: Quality Management System

- Hosted on living pages on the ARCHER wiki
 - Detailing the key processes for national HPC Services
- QMS is a useful repository and reference for all the different tasks we undertake on Tier-1 (and Tier-2) HPC Services
 - i.e., integrated into what we do, not just sitting on “virtual shelf”
 - All staff involved in HPC Services are familiar with content
- We have already seen the benefits of this type of approach
 - e.g., through the very useful Technical Assessment guidelines
 - ...that allowed the introduction of a QA step to improve quality



Facts and Figures

- Process Owners are ARCHER/Cirrus Team Leaders
 - Alan Simpson, Anne Whiting, Mike Brown, Lorna Smith, Andy Turner, David Henty
- Quality Team
 - Anne Whiting, Neelofer Banglawala, Chris Johnson, Kieran Leach, Clair Barrass, Donald Scobbie, Stephen Booth
- All processes go through an internal audit on an annual basis
- External Audit
 - Part 1: Documentation (21/12/16)
 - Part 2: Certification (20-21/2/17)
- Future external audits will be annually



ISO9001 Award



- **Pleased to pass audit first time**
 - With only 2 minor nonconformities, 1 observation and 1 opportunity for improvement
- Encouraged by SMB to share this experience with other UK centres
- Also progressing ISO27001:2013

DNV-GL

MANAGEMENT SYSTEM CERTIFICATE

Certificate No: 215041-2017-AQ-GBR-UKAS Initial certification date: 02 March 2017 Valid: 02 March 2017 - 02 March 2020

This is to certify that the management system of

**University of Edinburgh
EPCC**
James Clerk Maxwell Building, Kings Buildings, Peter Guthrie Tait Road Edinburgh, EH9 3FD, United Kingdom
Advanced Computer Facility
Edinburgh Technopole, Bush Estate, Penicuik, EH26 0PJ, United Kingdom

has been found to conform to the Quality Management System standard:
ISO 9001:2015

This certificate is valid for the following scope:

The provision of National High Performance Computing (HPC) services by EPCC

Place and date:
London, 02 March 2017

For the issuing office:
DNV GL Business Assurance UK Limited,
Palace House, 3 Cathedral Street, London
SE1 9DE, United Kingdom


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Richard Redmond
Management Representative

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV GL Business Assurance UK Limited, Palace House, 3 Cathedral Street, London SE19DE, United Kingdom.
TEL: +44(0) 207 357 6080. assurance.dnvgl.com





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