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Automation of organizational and technical arrangements for scientific researches

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Abstract. The article highlights the set of problems associated with automation of computing and informational support of scientific research, and offers a possible integrated solution based on the service desk system. The attention is focused on the common organizational and technical activities related to the lifecycle of scientific research, such as registration, accounting and technical support. A gracefully integrated software complex with the usage of universal web service is provided as a solution. Mentioned system binding tool allows automating the workflow of key applications and simplifying the staff decision-making problem. Achieved data relevance, reduction of human impact factor and man-hour costs are mentioned as a positive factor of integration solution.

Keywords: ITSM, Service Desk, Integration, Infrastructure, Computing Center

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