

EGI Requirements Tracker

Description of the work

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Wider impact of this work

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Printable Summary

Researchers using the infrastructure and operations teams can submit their service requirements as tickets to the EGI Requirements tracker (RT) dashboard. The tickets will be handled by the EGI.eu user support and operations teams and categorised by community (for example NGIs, projects, virtual organisations) or according to their status (new, open, accepted, resolved).

The RT system will help the user support team to keep track of what needs to be done and lets the whole EGI community know. It's a global view of what European scientific communities need from EGI. Requirements will be posted in an open ticketing system, which makes the gathering and solution provisioning processes open and transparent. This allows the community to check if what they need has already been required by other users, teams or NGI staff and will save time for user communities, for technology providers and avoid duplication of efforts.

Track Classification: Virtual Research Environments (Gergely Sipos: track leader)