

Merged Software Support

discussion

Aleš Křenek, CESNET

EGI.eu, July 22, 2012

- Interaction with EGI operations
 - how to distinguish operational vs. software issues efficiently
 - required GGUS support
- Ticket followup
 - how to implement TCB agreed processes
- Rotating shift duties
- Jabber meetings
- Software tickets process
 - make sure easy issues don't reach 3rd line
- Documentation and FAQs

- non-software ticket load
 - how many tickets (approx. 7 of 9 per day)
 - how difficult to identify?
- support units in GGUS
 - TPM as input
 - DMSU → SWSU as work in progress
 - TPs as they are
 - 2nd level services
 - where can SWSU assign to?

- SW support → Operations
 - FAQs, ...
- Operations → SW support
 - GGUS tickets
 - less formal ways?
- participation at meetings
 - who where?

- escalate untouched tickets
 - after the user replied
 - according to priority
 - who will do it?
- high-priority with TP
 - make sure ETA is assigned
 - raise alarm on missed ETA
- low-priority with TP
 - check old tickets, send reminders, close as unsolved
 - standalone tool available
- GGUS support required

- weekly rota
- who will participate?
- operational vs. software tickets
- commitment to check GGUS
 - at least 2× a day?
- identify FAQ tickets
 - out of those leaving SWSU this week (closed, 3rd line)

- currently pass through all open tickets
 - joint effort to move forward
- switch to bi-weekly format?
 - shorter but more frequent – better response time
 - fixed time slot to discuss
- add ticket followup reports/escalations

- still some tickets go to 3rd line without proper analysis
- https://wiki.egi.eu/wiki/EGI_DMSU_Internal
 - stick with the procedures
 - reassign clear tickets only
 - leave others to decide at the jabber meeting
- informal involvement of developers
 - tickets still kept with 2nd line support
 - challenged by EMI

- specific deployment manuals on demand
- FAQs on wiki
 - potential tickets identified weekly
 - cleanup of outdated ones – campaign on minor UMD release