

New RT queues and workflow for OTAG requirements

Daniele Cesini IGI / INFN

OTAG-06 f2f meeting

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Amsterdam EGI.eu



New "Requirements" RT queue

ESI RT for EGI

Home · Simple Search · Tickets · RTFM · RTIR · Tools · Configuration · Preferences · Approval

RT at a glance

Home · All · NA3 · UMD · Operational Tools · Projects · VOs · NGIs · More

Edit

10 highest priority tickets I own

Edit

#	Subject	Priority	Queue	Status
944	New GOCDB service-types for Globus and UNICORE resources	0	requirements	new
945	New kind of downtime status in GOCDB for EAs for adapted reliability metric calculations	0	requirements	new
971	Mechanisms to customize views	0	requirements	new
972	all entries displayed	0	requirements	new
973	Downtimes on GOCDB on a VO basis	0	requirements	new
974	Visualization features	0	requirements	new
975	New endpointURL field for endpoint service types as needed for UNICORE	0	requirements	open
976	refactoring of report generator	0	requirements	open
977	metrics on VOs and Users	0	requirements	new
978	extensions for decommissioned ROCs/NGIs	0	requirements	new

10 newest unowned tickets

Edit

#	Subject	Queue	Status	Created	
980	extensions for decommissioned ROCs/NGIs for Acc Portal	requirements	new	2 days ago	Take
968	AppDB - RESPECT tools	requirements	open	5 days ago	Take
967	AppDB - global search	requirements	open	5 days ago	Take
965	AppDB - table inconsistency	requirements	open	5 days ago	Take
964	AppDB - author dropdown menu	requirements	open	5 days ago	Take
959	AppDB - performance	requirements	open	5 days ago	Take
951	this is a test - please ignore	sw-rel	open	7 days ago	Take
950	this is a test - please ignore	sw-rel	open	7 days ago	Take
949	this is a test - please ignore	sw-rel	open	7 days ago	Take
948	this is a test - please ignore	sw-rel	open	7 days ago	Take

Reminders

acknowledge

#226: GridOps Action 5: Inclusion of non-glite sites into the gocdn and other ops tools cesini • 6 months ago

Quick search

Edit

Queue	new	open	stalled	feedback
inspire-amb	18	24	0	0
inspire-amb-deliverables	13	1	0	0
inspire-amb-milestones	15	3	0	0
inspire-jra1	10	15	0	0
inspire-sa1-leaders	13	10	0	0
noc-managers	8	4	0	0
operations	0	4	0	0
ops-tools-roadmap	1	0	0	0
stg	11	2	0	0
requirements	129	18	3	0
staged-rollout	0	0	0	0
sw-rel	11	40	0	0

Dashboards

Edit

Name	Subscription
All	None
NA3	None
UMD	None
Operational Tools	None
Projects	None
VOs	None
NGIs	None
UNICORE	None

- Replace the OTAG queue to track requirements
- Is a project wide queue - not only ops tools
- Old OTAG queue will be used to track actions opened during the meetings
- Allows to search per tool
 - and per any field available in the ticket
 - i.e. Requestor
 - No need to put the impacted tool on the subject

Create a new ticket

Show basics · Show details

^ Create a new ticket

Queue: requirements Status: new Owner: Daniele Cesini

Requestors: danielle.cesini@cnaif.infn.it

Cc: (Sends a carbon-copy of this update to a comma-delimited list of email addresses. These people **will** receive future updates.)

Admin Cc: (Sends a carbon-copy of this update to a comma-delimited list of administrative email addresses. These people **will** receive future updates.)

Subject: The subject

Category (level 1) Select one value: Operational Tools

Category (level 2) Select one value: Operations Portal (Operational Tools)

Requestor (level 1) Select one value: Project

Requestor (level 2) Select one value: Operations Portal (Operational Tools)

Requestor (level 3) Select one value: [dropdown]

Technology Tag Select multiple values: [dropdown]

Non-Functional Tag Select multiple values: [dropdown]

Custom Tag Enter one value: [input]

Attach file: [input] Sfoglia... Add More Files

Describe the issue below: The requirement

Developers are not into this list

Split into components

Split into components

- A requirement can impact on multiple tools
 - i.e. The “virtual sites” requirement discussed in OTAG-04 (<https://rt.egi.eu/rt/Ticket/Display.html?id=502> and connected tickets)
- Leave the category “*Category (level 2) field*” blank
 - JRA1 will create one ticket for each impacted tool setting references to the original one

- It can be set in “*basic*” section after the ticket is opened
 - Priority 4 - Immediate: the requirement needs to be addressed as soon as possible
 - Priority 3 - High: the requirement can be addressed in a next release of the affected component
 - Priority 2 - Medium: the requirement can be addressed in a future major release of the affected component
 - Priority 1 - Low: there is no specific release date for addressing the requirement.
- Can be changed after discussion to “*Final Priority*”

- Operation tools Dashboard from “RT Home” lists all the ops-tools-requirements
- To refine search (i.e. ask for just one tool):
 - Go to the “Requirements” queue using “quick search” from “RT Home”
 - Use the “edit search” tool to customize, save or load a requirement query

Query Builder

New Search · [Edit Search](#) · Advanced · Show Results · Bulk Update · Graph

Add Criteria

id: less than []

Subject: matches []

Queue: is []

Status: is []

Owner: is []

Requestor EmailAddress: matches []

Created: before [] **Calendar**

Time Worked: less than [] **Minutes**

Priority: less than []

HasMember: is []

Category (level 1): matches [**Operational Tools**]

Category (level 2): matches []

Requestor (level 1): matches []

Requestor (level 2): matches []

Requestor (level 3): matches []

Non-Functional Tag: matches []

Technology Tag: matches []

Custom Tag: matches []

Aggregator: AND OR

Sorting

Order by: id []

[none] [] Asc []

[none] [] Asc []

[none] [] Asc []

Rows per page: 50 []

Display Columns

Saved searches

Privacy: My saved searches []

Description: [] **Save**

Load saved search: My saved searches []

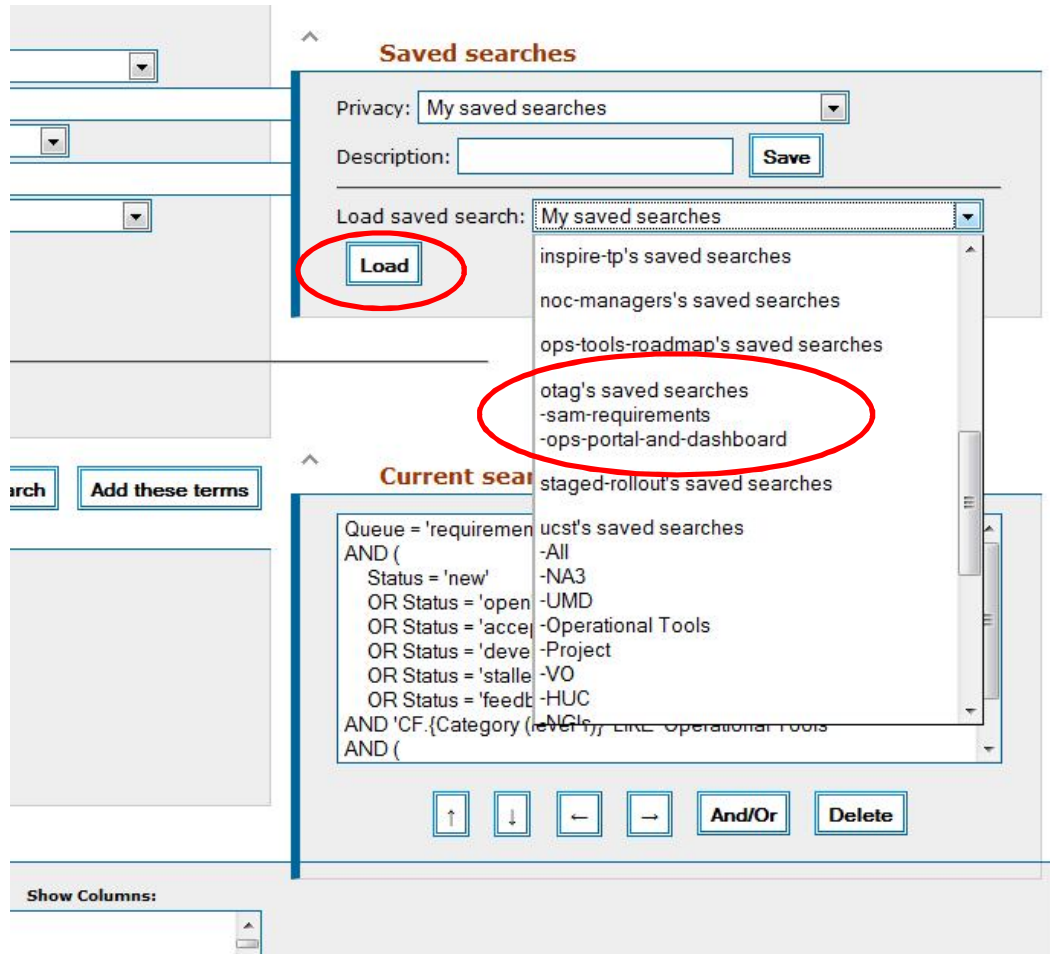
Load

Current search

```
Queue = 'requirements'
AND (
  Status = 'new'
  OR Status = 'open'
  OR Status = 'accepted'
  OR Status = 'developed'
  OR Status = 'stalled'
  OR Status = 'feedback' )
```

↑ ↓ ← → And/Or Delete

Loading a search query



Saved searches

Privacy: My saved searches

Description: Save

Load saved search: My saved searches

Load

- inspire-tp's saved searches
- noc-managers's saved searches
- ops-tools-roadmap's saved searches
- otag's saved searches
- sam-requirements
- ops-portal-and-dashboard
- staged-rollout's saved searches
- ucst's saved searches

Current search

```
Queue = 'requirements'
AND (
  Status = 'new'
  OR Status = 'open'
  OR Status = 'accepted'
  OR Status = 'development'
  OR Status = 'stalled'
  OR Status = 'feedback'
)
AND 'CF.{Category (not like Operational Tools)
AND (
```

↑ ↓ ← → And/Or Delete

Show Columns:

Search queries for Ops portal and SAM should be available under OTAG's saved searches

They have more complex queries than the other because are split into components

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operations	0	4	0	0
ops-tools-roadmap	1	0	0	0
otag	11	2	0	0
requirements	129	18	3	0
staged-rollout	0	0	0	0
sw-rel	11	40	0	0

Dashboards

- Should be the single aggregation point for the JRA1 release plans (requested by many – currently this information is split in various pages)
- Keeps track of the future releases per tool with timelines
- Keeps track of requirements addressed by each release

Create a new ticket

Show basics · Show details

^ Create a new ticket

Queue: ops-tools-roadmap Status: new Owner: **Daniele Cesini**

Requestors: daniele.cesini@cnaif.infn.it

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Admin Cc: (Sends a carbon-copy of this update to a comma-delimited list of administrative email addresses. These people **will** receive future updates.)

Subject: **Ops Portal Version x.y.z**

Category (level 1) Select one value
 (no value)
 Support Service
 Support Action
 Unified Middleware Distribution (UMD)
Operational Tools
Input must match [Mandatory]

Category (level 2) Select one value
Operations Portal (Operational Tools)

Custom Tag Enter one value

Attach file: Sfoglia...

Describe the issue below:

What the version will include and which requirements are addressed
 Put references to the "Requirements" RT ticket
 Once Opened put a value for the "Due Date" field

Will be done by JRA1

- In the body Include a quick changelog, possibly a reference to documentation and the list of requirements addressed
- Once opened:
 - Set references to the "Requirements" RT tickets
 - Set a value into the "Due Date" field

#1005: test roadmap ticket for Ops Portal vx.y.z

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[Comment](#) · [Reply](#) · [Resolve](#) · [Extract Article](#)

Ticket metadata

The Basics

Id: 1005
Status: open
Priority: 0/
Queue: ops-tools-roadmap

Custom Fields

Category (level 1): Operational Tools
Category (level 2): Operations Portal (Operational Tools)
Custom Tag: (no value)

People

Owner: Daniele Cesini
Requestors: Daniele Cesini
Cc:
AdminCc:

Reminders

New reminder:
Subject:
Owner: Daniele Cesini
Due: [Calendar](#)

Dates

Created: Wed Jan 19 14:35:25 2011
Starts: Not set
Started: Wed Jan 19 16:32:59 2011
~~**Last Contact:** Not set~~
Due: Tue Feb 01 00:00:00 2011
Closed: Not set
Updated: Wed Jan 19 16:33:00 2011 by cesini

Links

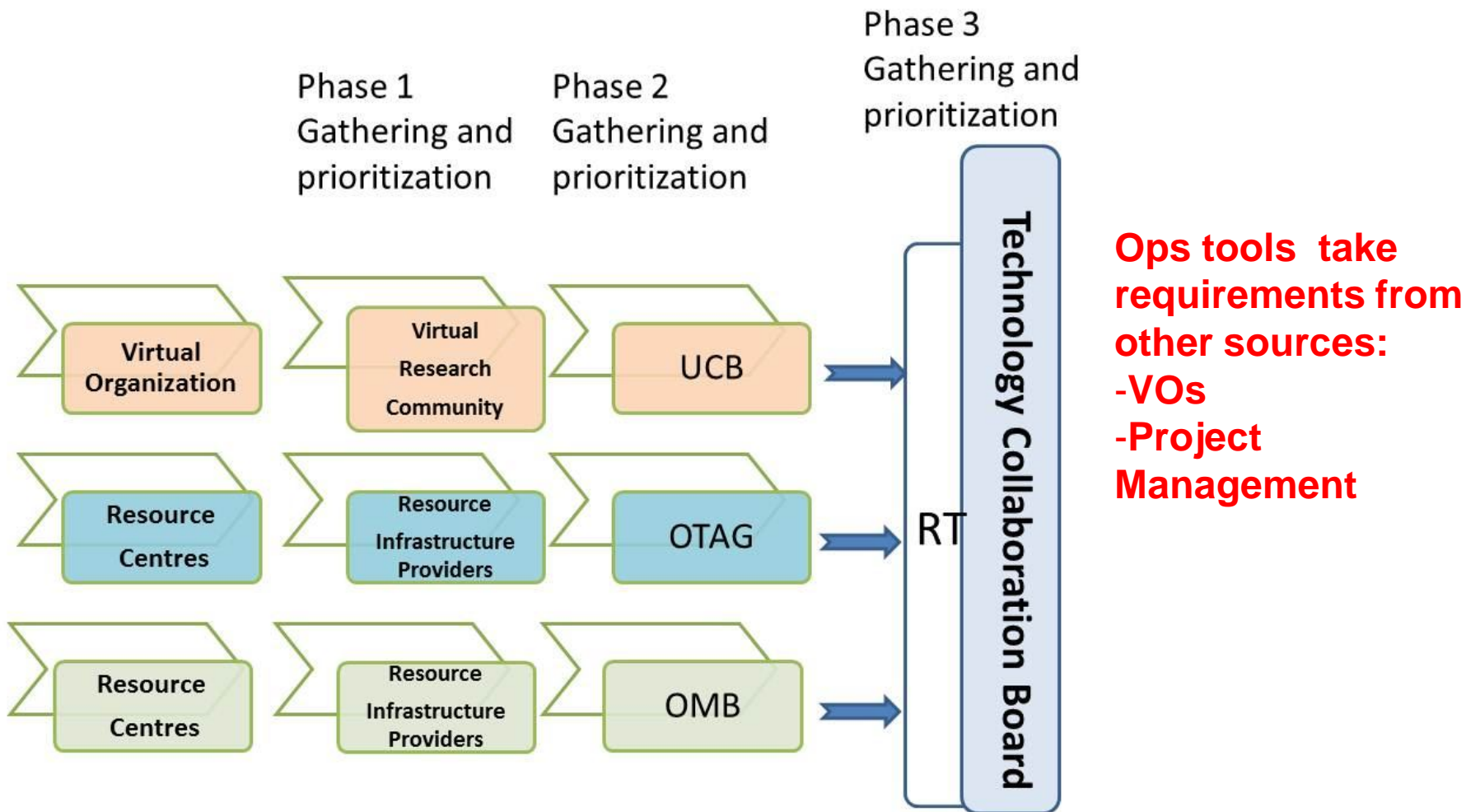
Depends on: [\(Create\)](#)
Depended on by: [\(Create\)](#)
Parents: [\(Create\)](#)
Children: [\(Create\)](#)
Refers to: [\(Create\)](#)

- 549: (cesini) COD interaction with Dashboard team procedure [accepted]

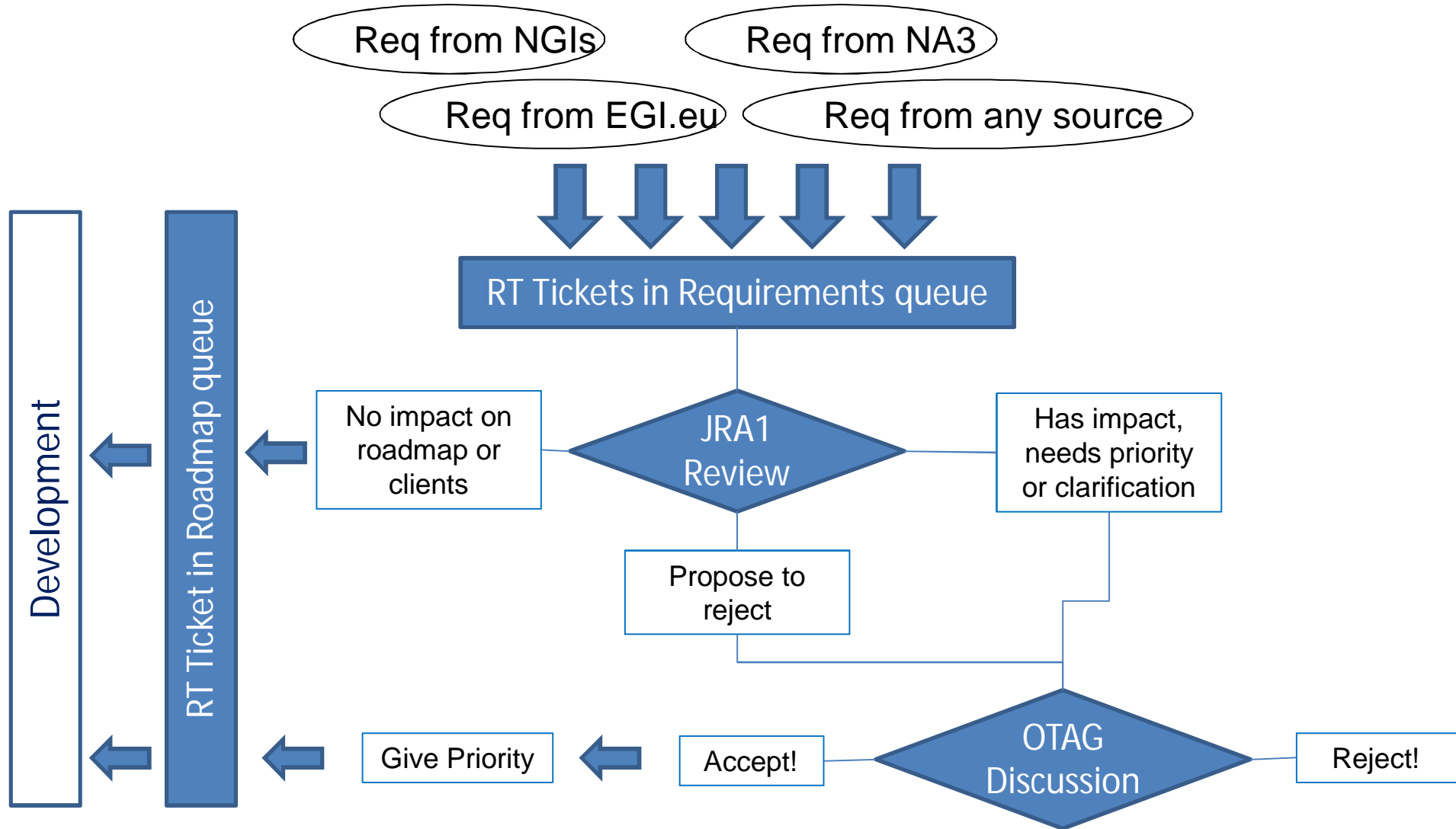
Referred to by: [\(Create\)](#)

[Graph](#)

Project Requirements



Ops Tools Requirements Workflow



- Requirement tickets can be submitted at any time
 - Periodic surveys will be probably sent to boost the activity
- JRA1 will review the **new** items at least every **2** months:
 - Accepting those that do not need discussion because development effort does not impact the tool roadmaps or tools clients
 - Labelling as “to be discussed” those that need OTAG attention for prioritization or rejection
 - Old items will be updated when needed
- Accepted “Requirements” tickets will be included in the development plan and referred by a “Roadmap” ticket where timelines for implementation are available

- GGUS requirements prioritization can be difficult
 - Clients outside the project (EMI, WLCG...)
- OMB vs OTAG conflicts
 - OTAG and OMB can have different views on the same problem:
 - i.e. ticket #492: APEL-pub check alarms