

## GGUS release 2013-07-10

- **GGUS web interface**
  - New "Did you know?" Title: "On ALARM ticket re-opening the agreed Emergency Contacts get notified again"
  - Renewed the GGUS certificate used for signing alarm notifications.
  - New Type of Problem: "Computing Services"
- **GGUS structure**
  - Decommissioned support unit "NGI\_IE"
  - Decommissioned support unit "ISIN"
  - Decommissioned support unit "EMI Common Data Library"
  - Decommissioned support unit "gLite VOBOX"
  - Decommissioned support unit "EMI Common"

- **GGUS structure (cont'd)**
  - Renamed support units "gLite WMS" to "WMS"
  - Renamed support units "IGE" to "EGCF"
  - Merged SUs "SAM/Nagios" (3rd Line) & "LHC Experiment Dashboard" to new name "Grid Monitoring"
  - New support unit "NGI\_ZA"
  - New VO "drihm.eu"
- **Mail issues**
  - Send email to the agreed "Emergency email" address when an ALARM ticket gets re-opened and put a line in the internal diary

- **GGUS interfaces**

- Modify web services "GGUS" and "GGUS\_HISTORY"
- GGUS-SNOW: Change "Close Code" value sent to SNOW for tickets solved/unsolved in GGUS
- GGUS-SNOW: When a ticket gets 'verified' in GGUS send note to SNOW but no 'Close Code'
- GGUS-SNOW: reminders misleadingly include the last public diary update
- SAVANNAH-GGUS-CMS: clarify work flows

- **GGUS internals**
  - GGUS-SNOW: avoid obsolete email notifications from GGUS, every time a status "Assigned" is received from SNOW
  - Update workflow for tickets waiting for PTs
  - Invalid status change to be checked
- **GGUS reporting**
  - GGUS RG: Implement SLA report "ETA accuracy"

## Next GGUS release 2013-09-25

- Open requests see here

Savannah shopping list

<http://bit.ly/12fj1Ru> (requests for september 2013 release)

EGI RT GGUS-Requirements queue

<https://rt.egi.eu/rt/Dashboards/2636/GGUS-Requirements>

(not yet finalised which items will make it in the september release)

No updates for GGUS related issues in EGI RT inspire-jra1 queue