

# New RT tickets and workflow for OTAG Requirements



# New "Requirements" RT queue



RT for EGI

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## RT at a glance

[Home](#) · [All](#) · [NA3](#) · [UMD](#) · [Operational Tools](#) · [Projects](#) · [VOs](#) · [NGIs](#) · [More](#)

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### 10 highest priority tickets I own

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#	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

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

### 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
<a href="#">inspire-amb</a>	18	24	0	0
<a href="#">inspire-amb-deliverables</a>	13	1	0	0
<a href="#">inspire-amb-milestones</a>	15	3	0	0
<a href="#">inspire-jra1</a>	10	15	0	0
<a href="#">inspire-sa1-leaders</a>	13	10	0	0
<a href="#">noc-managers</a>	8	4	0	0
<a href="#">operations</a>	0	4	0	0
<a href="#">ops-tools-roadmap</a>	1	0	0	0
<a href="#">stg</a>	11	2	0	0
<a href="#">requirements</a>	129	18	3	0
<a href="#">staged-rollout</a>	0	0	0	0
<a href="#">sw-rel</a>	11	40	0	0

### Dashboards

[Edit](#)

Name	Subscription
<a href="#">All</a>	None
<a href="#">NA3</a>	None
<a href="#">UMD</a>	None
<a href="#">Operational Tools</a>	None
<a href="#">Projects</a>	None
<a href="#">VOs</a>	None
<a href="#">NGIs</a>	None
<a href="#">UNICORE</a>	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** ← Developers are not into this list

Requestors: daniele.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:
 

- (no value)
- Support Service
- Support Action
- Unified Middleware Distribution (UMD)
- Operational Tools**
- Input must match [Mandatory]
- Heavy User Community
- Virtual Organization
- NGI or EIRO
- Project
- Open Grid Forum
- Input must match [Mandatory]

Category (level 2) Select one value:
 

- (no value)
- Operational Tools**
  - Accounting Portal (Operational Tools)
  - Accounting Repository (Operational Tools)
  - GGUS (Operational Tools)
  - GOCDDB (Operational Tools)
  - Metrics Portal (Operational Tools)
  - Network Monitoring (Operational Tools)
  - Operations Dashboard (Operational Tools)
  - Operations Portal (Operational Tools)**
  - Other (Operational Tools)
  - SAM / ACE (Operational Tools)
  - SAM / ATP (Operational Tools)
  - SAM / MyEGI (Operational Tools)
  - SAM / NCG (Operational Tools)

Requestor (level 1) Select one value:
 

- (no value)
- Heavy User Community
- Virtual Organization
- NGI or EIRO
- Project**
- Open Grid Forum
- Input must match [Mandatory]

Requestor (level 2) Select one value:
 

- (no value)
- Accounting Portal (Operational Tools)
- Accounting Repository (Operational Tools)
- GGUS (Operational Tools)
- GOCDDB (Operational Tools)
- Metrics Portal (Operational Tools)
- Network Monitoring (Operational Tools)
- Operations Dashboard (Operational Tools)
- Operations Portal (Operational Tools)**
- Other (Operational Tools)
- SAM / ACE (Operational Tools)
- SAM / ATP (Operational Tools)
- SAM / MyEGI (Operational Tools)
- SAM / NCG (Operational Tools)

Requestor (level 3) Select one value:

Technology Tag Select multiple values:
 

- (no value)
- (Inter)Operability
- Availability
- Installability
- Performance

Non-Functional Tag Select multiple values:
 

- (no value)
- (Inter)Operability
- Availability
- Installability
- Performance

Custom Tag Enter one value:

Attach file:  Sfoglia... **Add More Files**

Describe the issue below:
 

- The requirement

- 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

- 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 [ ]

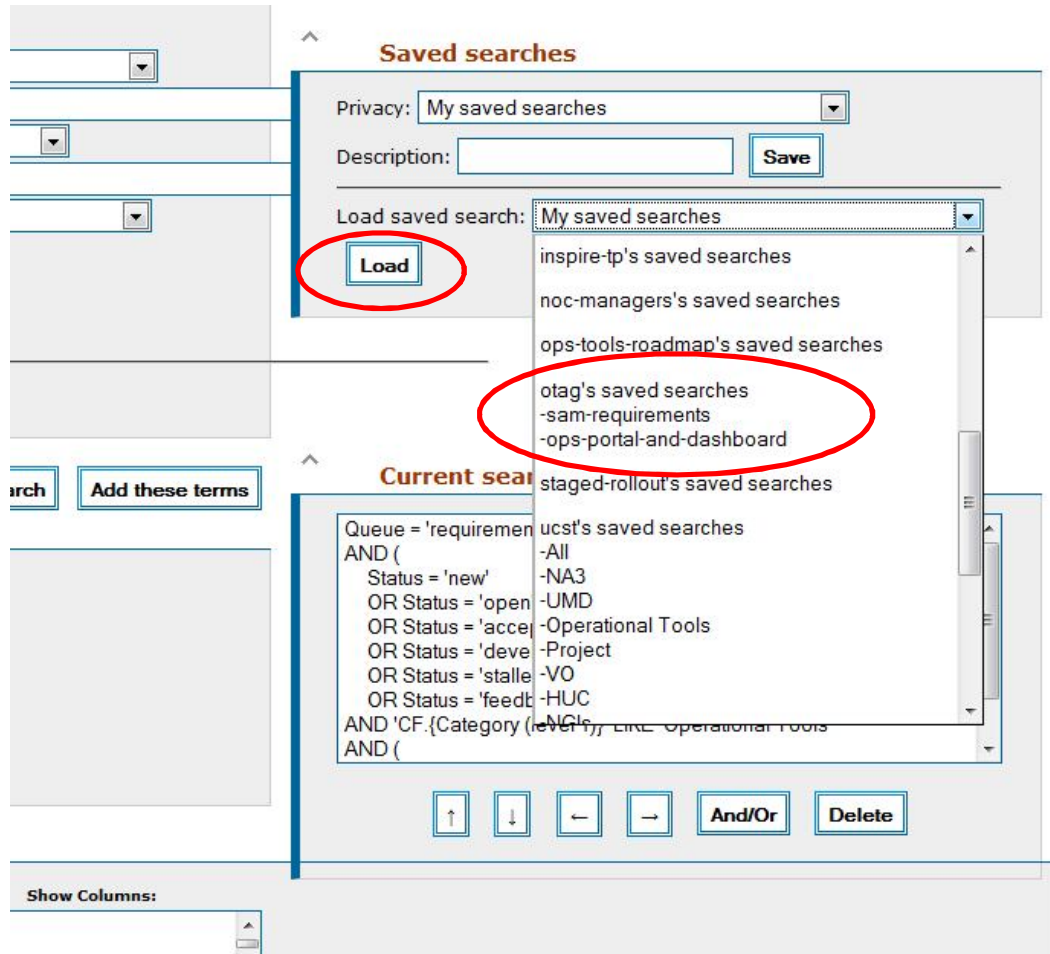
**Load**

**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**

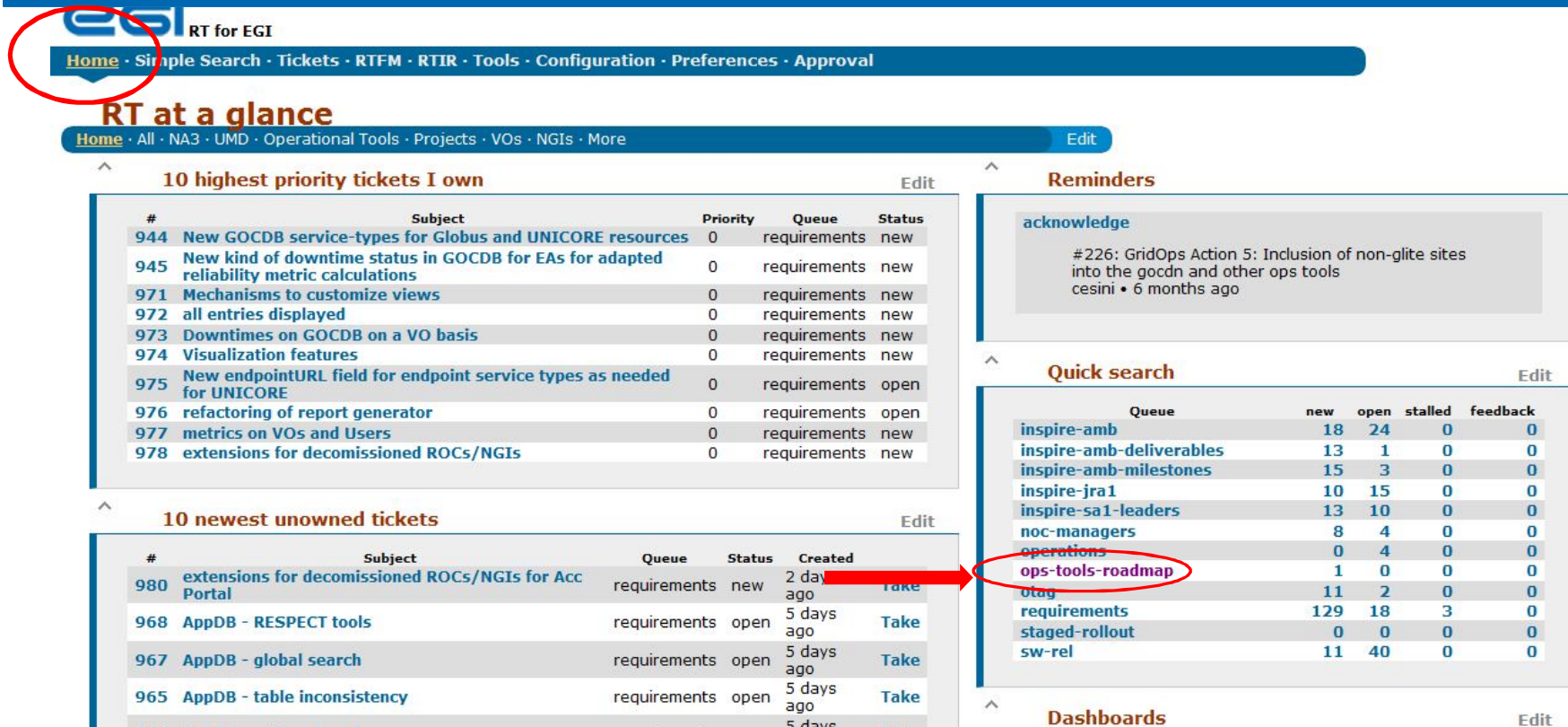
```
Queue = 'requirements'
AND (
  Status = 'new'
  OR Status = 'open'
  OR Status = 'accepted'
  OR Status = 'development'
  OR Status = 'stalled'
  OR Status = 'feedback'
)
AND 'CF.{Category (CF)} LIKE Operational Tools'
AND (
```

**And/Or** **Delete**

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





The screenshot shows the RT for EGI interface. The 'Home' link in the top navigation bar is circled in red. The main content area is divided into several sections:

- 10 highest priority tickets I own:** A table listing tickets with columns for #, Subject, Priority, Queue, and Status. Tickets include 'New GOCDB service-types for Globus and UNICORE resources', 'New kind of downtime status in GOCDB for EAs for adapted reliability metric calculations', etc.
- Reminders:** A section with a reminder for '#226: GridOps Action 5: Inclusion of non-glite sites into the gocdn and other ops tools cesini • 6 months ago'.
- Quick search:** A table showing queue statistics with columns for Queue, new, open, stalled, and feedback. The 'ops-tools-roadmap' queue is circled in red.
- 10 newest unowned tickets:** A table listing tickets with columns for #, Subject, Queue, Status, Created, and Take. A red arrow points from the 'ops-tools-roadmap' queue in the Quick search table to the 'Take' button of ticket #980 in this table.
- Dashboards:** A section for dashboards.

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

## 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

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: 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... Add More Files

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

- 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 ticket
  - Set a value for the "Due Date" field

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

[Display](#) · [History](#) · [Basics](#) · [Dates](#) · [People](#) · [Links](#) · [Reminders](#) · [Jumbo](#)

[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](#)

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