

Middleware tickets ETA

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- confirmed to be a software bug (documentation issue, ...)
- reassigned to TP (3rd line support unit)
- resolved in some future release
 - maybe not ...
 - no further checks are done

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- MS502 introduced ETA – “estimated time of arrival”
 - reflects the ticket priority
 - negotiated between EGI and the TP
 - not used so far

- things will go smoothly in most cases
 - we trust each other
- do not complicate the normal workflow
 - minimal overhead (many additional fields, complex ticket lifecycle, ...)
- corrective actions if something goes wrong
 - should not happen frequently
 - may require additional effort

- DMSU: assess the ticket priority on assignment to TP
- TP: provide ETA
 - 1 day – 1 year, depending on priority, defined in SLA
 - done in 3 days (?)
- DMSU: accept the ETA silently
- TP: release the fix on time
- TP: close the ticket once the release passes SR

- ETA suitability
 - on ETA assignment
 - renegotiate and/or escalate if not suitable
- ETA not assigned
 - DMSU weekly meetings
 - send reminder and/or escalate
- ETA overdue
 - DMSU weekly meetings
 - clarify, renegotiate, escalate

- ETA field in ticket
- specific notification when ETA is assigned/changed
 - send to DMSU even if the ticket is with 3rd line
- dashboard/searches
 - tickets with no ETA assigned
 - tickets with ETA overdue