

GGUS Helpdesk

Recent developments and future plans

STEINBUCH CENTRE FOR COMPUTING - SCC



Recent developments

- Ticket info page
 - Moved submitter notification mode to submitter information at the top of the page
 - Ticket history: added button to collapse/expand old entries and show only the latest five entries
 - New "Advanced Modify Section" at the end of the page. The following functionalities have been moved there:
 - duplicate ticket,
 - escalate procedure,
 - convert to alarm
 - When changing the ticket status to "solved" or "unsolved" the solution field opens and the cursor is put into it

Recent developments

- Ticket info page
 - Replaced plain text boxes by CKEditor
 - Ticket notifications are in HTML now
 - Added requested features to CKEditor
 - Activated plugins
 - Spellchecker „SCAYT“
 - Plugins for paragraph and inline styles (pre-formatted text)
 - Markdown
 - Source code
 - Remove format
 - Removed 4000 character limit on diary fields
- Ticket submit pages (normal, alarm, team, cms, multiple sites)
 - Replaced plain text boxes by CKEditor
 - Removed 4000 character limit on diary fields

Recent developments

- Login page
 - Preferred authentication method is shibboleth now
 - Disabled login with username and password
 - Updated help messages

- Registration page
 - DN mandatory for anonymous user
 - Removed username and password fields
- Ticket search
 - Moved some features to a collapse/expand „Advanced search attributes“

- Improvements on email parser

- Updated text on helpdesk.egi.eu

Recent developments

- Integrated
 - New support units
 - New VOs

- Configured team ticket feature for DUNE VO

- Added downtime warning also for re-opened tickets

- Migration from Oracle 12 to Oracle 19

- Migration from BMC ARS 19.02 to 20.02

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Requested improvements and future plans

- Merge solution field and public diary
 - solution text should be added to public diary

- Improvements for „ticket to multiple sites“
 - Target tickets to dedicated groups of sites
 - EGI vs. OSG sites
 - Sites by tier level
 - Sites by VOs

- Team/alarm ticket submission should allow attachments

- Ticket e-mails should preserve white space

Requested improvements and future plans

- Switch from LegacyDNStringFormat to current format
 - Delimiter will be ` , ` instead of ` / `
- Simplify URLs