

GGUS Type of Problem field for TEAM & ALARM tickets

For T1SCM

<http://indico.cern.ch/conferenceDisplay.py?confId=143633>

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- Today TEAM and ALARM ticket submission forms do not contain the field 'Type of Problem' (ToP).
- So, when we run statistics for 'Top issues in the last X months' we can only be based on the 'MoU Area' field value which is too generic.
- Based on the WLCG Critical services ([see list here](#)) we formed the following proposal.

- Infrastructure (File transfer/ access, Batch, Monitoring)
- Storage
- Databases
- Network problem
- VO Specific Software



- To produce meaningful reports over a long period, value changes shouldn't be applied too often.
- The ToP values we 'll decide for TEAM and ALARM tickets should be part of the ToP superset for user tickets because:
 - Interfaces with other ticketing systems, when involved, should be kept uniform across ticket types.
 - Reporting should give results across ticket categories.
- ToP changes for user tickets affects thousands of users across projects and sites so we should make choices that we can defend.

Development progress via [savannah:117206](https://savannah.cern.ch/bugs/?id=117206)

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Data Management - generic
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Documentation
ETICS
File Access
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GGUS

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