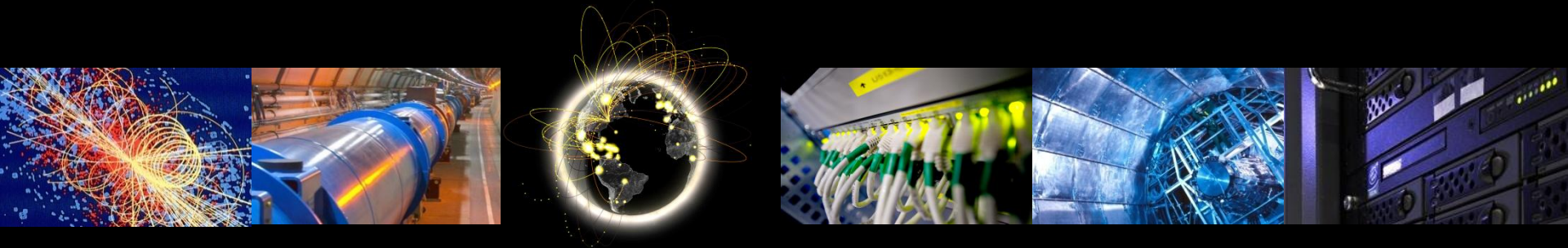


Repeat email notifications to sites
with GGUS ticket update reminders?
(TrackTools TF)

Maria Dimou / CERN

2012/11/01



Question to site managers

- So far, if a GGUS ticket submitter selects to “Notify Site”, an email notification is automatically sent to the contact email in GOCDDB or OIM.
- At the same time, the ticket is assigned to the relevant Support Unit (SU), i.e. the site’s ROC/NGI, which also receives email notification to the address declared to GGUS.
- Reminder emails, when expected solution time is passed ([see values here](#)) are sent to the **SU only, i.e. ROC/NGI email address**.
- Should we send such reminders to the **site contact list** at the same time?
- This question doesn’t concern the Tier0 because the [CERN-PROD site contact email in GOCDDB](#) and the [ROC CERN SU email in GGUS](#) are one and the same address.

Decision needed!

- WLCG is seriously impacted, if this request is accepted, because most tickets concern sites.
- The site managers can remain responsive to such notifications IF keep the number of emails low.
- If you want us to accept this request, please comment in <https://savannah.cern.ch/support/?131988> .
- Thank You for your attention!