



Discussion on problem tracking

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Disclaimer

- At CERN, we are reviewing our ticketing system
- I was asked to study the status, I am not part of the team developing/deploying Remedy at CERN



Outline

- Usage at CERN, tool and application
- What others are using in HEP community
- What are the most important criteria
- Experience



At CERN, Remedy

- ARS Remedy introduced in AS division, IT division
- Initially several “instances”
- Now all merged
- Running on Sun Sparc Solaris, being migrated to



At CERN, (main) applications

- PRMS: helpdesk and general IT support lines (mail-feed)
- ITCM and HSM: automatic alarms, Sysadmin team, machine management including vendor call (specific view per vendor)
- Web interface to both



Requirements

- Open system (mail / web / API)
- Reporting on the data
- Capacity to handle many tickets
- (preferably) user friendly web interface
- Scalability
- Link with other systems (network database, set of machines,



Underlying tools

- RT
- JIRA
- ARS Remedy
- SharePoint
- FogBugz
- ORTS
- Home developed?



Initial question

- What do we all use?
- Estimated volume?



Question 1

- Need for integration between helpdesk and incident tracking?



Question 2

- SLA enforcement and alarms



Question 3

- Interfaces
 - Web
 - Mail
 - Language
 - APIs (SOAP and other)...



Question 4



- Underlying database
 - Oracle
 - MySQL
 - PostgreSQL
 - ...
- Direct use of the database
 - To retrieve information
 - To make reporting

More discussion

