

ADCoS “Wishlist” (one shifters' perspective...)

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Currently

- The monitoring tools have improved greatly over the course of several years of taking shifts
- Thanks to ADC ops/developers for making these tools available
- Still getting acclimated to the new BigPanda monitor, but this just takes time – early impressions are very positive
- Shift duties have gradually expanded – but not overwhelming

Possible Improvements

- A system for tracking open issues
 - Could save time (rather than poring over eLog, email, tickets, etc.)
 - Reduce duplicate ticketing
- In some cases responses to task-related JIRA tickets are slow (makes you wonder if we're ticketing the right issue(s), is anyone watching, etc.)
- A bit more in the shift “handoff” (VCR) – what were the main issues during the shift, what to watch for/focus on during the next shift, etc.