



Problem reporting pluralism

<http://indico.cern.ch/conferenceDisplay.py?confId=29170>
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Examine bottom-up



- Meaning: from operators' alarms to GGUS:
 - **Not recommendable. Reasons:**
 - Mailing lists of trusted VO users not yet harmonised.
 - Operators' procedures differ per site.
 - Local ticketing systems differ per site and per problem category.
 - Adding hops introduces delays.
 - Operators' alarms are often simply local site business.



Examine top-down

- Meaning from the opening of a GGUS ticket to a given site admin:
 - No direct route today but a prerequisite condition for the VOs to use GGUS in production. Reason:
 - Current assignment chain (TPM, ROC, Site) simply TOO slow.



Info repository



- <https://savannah.cern.ch/support/index.php?103378>
- <https://savannah.cern.ch/support/index.php?103578>