Experience with JIRA and Git

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ALICE JIRA instance

http://alice.its.cern.ch

- ITS = Issue tracking systems
- Custom instance provided by central CERN ITS service (IT-PES)
  - ALICE owns a private JIRA license and different plugins
  - Plugin support and user support is done by ALICE Collaborations
- Hosted by CERN IT
  - Synchronized with CERN SSO, CERN users and egroups
  - Hosted on AFS with full AFS support
  - Oracle backend hosted on CERN central DB service

CERN Jira support

- Contact CERN IT through Service-Now (SNOW) service
  - https://cern.service-now.com/service-portal/report-ticket.do?name=incident&se=JIRA-service
  - Page not loading
  - Page loading very slow
  - Can't access any issues
  - Before submitting any ticket please check CERN IT Service status board to check if there are any infrastructure problems or interventions
  - https://cern.service-now.com/service-portal/ssb.do?area=IT
- Do NOT contact CERN IT
  - Do not have access to a project
  - Can't add/edit issues
  - Questions about how to use/improve interface

ALICE JIRA support

- JIRA administration project
  - https://alice.its.cern.ch/jira/browse/JADMIN
- Service Managers for the JIRA instance
  - Gabor Kiss <gabor.kiss@cern.ch>
  - Sonia Rajput <sonia.rajput@cern.ch>
- Main administrators of JIRA
- Contact them for questions and requests
  - Any issue should go through the Jira administration project
  - project creation or customisation
  - Issue creating, editing problems

ALICE Offline & JIRA

- Smooth migration from Savannah to Jira
    - 109 new issues (total of ~5500)
- 5 month of intensive usage
- 80 tickets inside the JIRA administration project
- New plugins
    - Gant plugin
    - Agile plugin
    - Subversion/Git plugin
    - Threaded comments
    - Notifications per component
    - Checklist
- Plenty of personalization to fit ALICE collaboration needs
    - Workflows, custom fields, issue schemas

CERN Git service

- Service provided by CERN IT (IT-PES)
    - Hosted on AFS with full AFS support
    - Synchronized with CERN SSO, CERN users and egroups
- Contact CERN IT using Service Now service
    - Before sending any requests please check IT service status board to see if there problems with the infrastructure
    - Repository or web interface is not accessible
    - Service is running slow
    - https://cern.service-now.com/service-portal/report-ticket.do?name=incident&se=git-service

ALICE Offline Git service

- Service Managers for the Git instance
    - Alina Grigoras <alina.grigoras@cern.ch>
    - Dario Berzano <dario.berzano@cern.ch>
    - Sonia Rajput <sonia.rajput@cern.ch>
- Git administration page in Jira
    - https://alice.its.cern.ch/jira/browse/GA
- Submit a ticket to Jira
    - Authentication errors, can not access repository or web interface
    - Can not push your code upstream
    - Questions about Git workflow, tips and tricks

ALICE Offline users and Git

- Full migration completed in March
- Git has a steep learning curve, users had difficult start
- Around 3 months for the users to get used to the new concepts of a distributed repository
  - Improved documentation
- Starting to take advantage of its distributed nature and easy branching
  - New development branches
  - Development workflows
- Git tutorial during the ALICE week (Friday)