

***ROC CE Helpdesk***

***Status and Plans***

***K. Nawrocki***  
***W. Wiślicki***

***Bratislava SA1 Meeting***

# Some statistics (1y)

	145	118	138	15
	24/03/07 - 21/07/07	22/07/07 - 18/11/07	19/11/07 - 17/03/08	18/03/08 - 15/07/08
<b>Task Stats:</b>				
Type	Open from before 24/03/07	Opened during	Closed during	Open on 24/04/08
All Sum.	18	416	412	22
<b>Priorities</b>				
Problem	16	393	402	7
Suggestion	2	22	9	15
Advisory	0	1	1	0

# *Remarks on usage and ticket sort*

- **On average: ~2 tickets open and closed per working day last year**
- **Most of the tickets are operational or service challenges**
- **Most of the tickets are ‘problems’, only a few are ‘suggestions’**
- **Few cases of spam during the year**

# *Current Status*

- **Based on 1||0 technology**
- **Interface successfully migrated to GGUS 6.0, autumn 2007**
  - **Importer via Emails**
  - **Exporter via Web Services**

## ***What is new ?***

- **Sites information in CE helpdesk are fully synchronized once per day with GOCDB data**  
Important for keeping site lists, names and addresses up to date
- **Sites can log using user certificates**
  - Enter the helpdesk via login
  - Edit *profile*
  - Fill in all allowed users CN's separated by ':' in 'Cert CN' field

## *What is new, cont.*

- Ticket updating by responding to helpdesk emails

(currently under test, by mid May)

Updates to the ticket are to be placed between

-----

*update*

-----

in the email body.

## *ToDo list*

- **Get rid of some annoyances (like resetting 'update ticket' form by changing 'Task Manager Group')**
- **Seamless synchronization of tickets with GGUS (no need to select GGUS team as TMG)**
- **Improving notifications (sending emails to all involved persons on every ticket change)**

# *Final Remarks*

- **Thanks to all ROCCE sites that participated in GGUS '08 Survey**
- **... and to Paweł Wolniewicz for pointing out helpdesk's weak points**