

# GGUS tickets evaluation

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- **Testing procedure goal**
  - to assess if there is a “space” for improvement in knowledge sharing through operations tickets and GGUS' knowledge search mechanism
  - i.e. find if the tickets are completed with enough info about the problem description and solution
- **Approach**
  - **defined 3 category of tickets**
    - INFO OK = ticket useful for GGUS KS
    - NO INFO = there is no useful info at all e.g. “Site OK now” or “I fixed this”
    - NEED MORE = ticket could be completed with more info to useful help someone to troubleshoot
  - **duration: from 27.04 to 29.05 – 4 weeks (excl. 18-21.05)**
  - **tickets examined in total: 123**
    - INFO OK: **51**
    - NO INFO: **48**
    - NEED MORE: **24**
- **Problems**
  - No error message in operations tickets, instead: “RM test fails”
    - Cyril: SAM output too verbose to include in the ticket body
    - OAT: problem understood... not decided what to do yet  
<https://savannah.cern.ch/bugs/index.php?51730>
- **Conclusion**
  - ~41% of tickets useful for GGUS KS, ~20% could be improved
  - wait with requirements for ROD until origin error message is in ticket body

- **Procedure**
  - 1<sup>st</sup> line supporters provide daily reports in a specific format
  - dedicated person to transfer into to web pages
- **Details**
  - blog not wiki (complies with working habits)
  - entry tagging not well defined structure
  - access to all site admins (others can contribute)
  - entry commenting
  - entry ranking (if it works for somebody)
  - dates to assess entry topicality
  - in English (as pilots speak English ;-)