

ATLAS GGUS Test Tickets

Graeme Stewart

Tickets Raised

Information Ticket-ID: 31614

Submitter: graeme stewart	Date of problem: 2008-01-22 14:50 UTC	Origin support group: GGUS
Login (shortened): CN=graeme stewart	Type of problem: Other	Responsible Unit: ROC_UK/Ireland
Virtual Organisation: atlas	Priority: top priority	Status: solved
User notification: on solution	VO specific: No	

Description: ATLAS issues at UKI-SCOTGRID-GLASGOW

Detailed description:

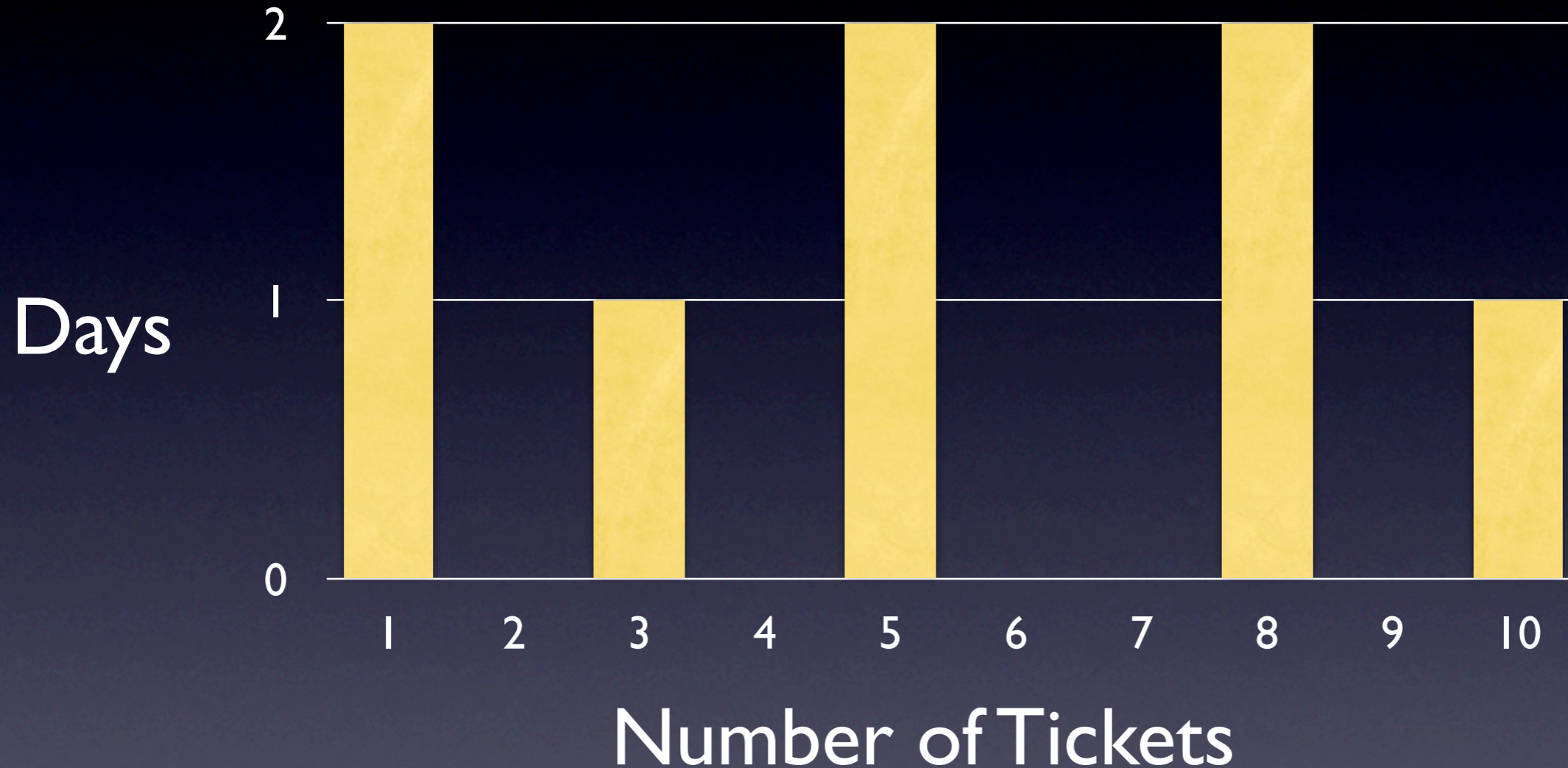
This is a test ticket, please route as a normal issue with atlas at the site.

- Simple ticket
 - Name of site included
 - Always ATLAS VO, marked Top Priority
 - Site asked to close immediately
- No one was told what I was doing!

The Tickets

Site	Submission	Assigned	In progress	Solved	Total Time	GGUS ID
Glasgow	01-22 14:55	+5m	+4d	+8d		31614
Triumpf	01-24 12:11	+100m		+10d		31722
Durham	01-24 12:15	+90m	+4d	+5d (18d)		31723
PIC	01-25 12:17	+130m		+2.5d		31768
FZK	01-31 14:59	+12m		+23m		32022
Melbourne	01-31 15:01	+37m	+2d	+8d		32024
Glasgow	02-02 16:32	+16h	+18h	+20h		32129
Toronto	02-02 16:33	+30h	+32h	+5d		32130
AVERAGE				4d		

Time to Solve Summary



- Remember these are “no-op” tickets, so most tickets should be resolved in 1 day!

Problems

- There was basically no feedback or sense of progress from GGUS interface
- Most tickets seemed to get stalled at the ROC level
- No assignment of tickets from TPM during the weekend

Requests

- We need to be able to track tickets as a group
 - Shifters on duty for 2 days only - person who raises ticket may not continue with it
 - Updates should be emailed to our shift list
- We also need a group view:
 - All ATLAS Production Team Tickets Open
- Raising tickets we can do with templates, which include links to ATLAS monitoring
 - It should be possible to fire in these tickets automatically from our dashboard (email? php posting?)
- Tickets cannot get stuck at the TPM or ROC level
 - Need express routing of tickets to sites
- Need integration of GGUS ticketing with RT systems
 - Most popular site level system - extensive in US ATLAS
 - Have to avoid email storms!