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Site Support Team - Documentation

Ticketing Policies

GOAL

- to have all T1 and T2 sites functional 100% of the time
- quick turn around in solving issues and problems - answer to tickets as soon as possible.

Monitoring

- Use SSB - SR View [↗](#) as a starting point: Look for the GGUS and Savannah metrics
 - ◆ This is generated with a script that can be found on github here [↗](#).
- Go through all the tickets once or twice a week
 - ◆ Categories to keep a look on (in order of priority):
 - ◇ Site Readiness
 - ◇ Facilities
 - ◇ New sites
 - ◇ SAM
 - ◇ CMS HC
 - ◇ Data
- Any direct question from anyone on a ticket should be answered in a few business days
- Sites should acknowledge new tickets within a day or so
- No ticket should go un-updated for more than 7-10 days
 - ◆ Only real exception: if the last update to a ticket gives a concrete timescale for when it'll be solved (eg, "Admin is on vacation, will look into this when they return March 7")
- If these timescales are exceeded, either respond in the ticket or mail the person/people directly asking if there's an update
- To find folks' contact info
 - ◆ look in sitedb [↗](#)
- For extended non-response escalate the GGUS ticket.

Measures

Following measures can be taken by central operations for sites that don't hold up a reasonable quick response time to site issues.

- not answered or updated for more than 3 business days
 - ◆ use the escalate button in GGUS
- if ticket is not answered or updated for more than business 3 days
 - ◆ Operations Office T2 liaison contacts regional representative by mail
- if tickets are not answered or updated for more than 7 business days
 - ◆ site is moved into Site Status Board waiting room
 - <http://dashb-ssb.cern.ch/dashboard/request.py/siteviewhome> [↗](#)
 - ◇ which means no MC production and also no transfer support
 - ◇ site ESP credit can be reduced by the amount of time a site stays in the waiting room
 - ◇ needed: procedure how to get out of the waiting room TBD
 - ◇ needed: procedure how to determine how long a site has been in the waiting room TBD

- ◆ Regional representative needs to explain to CMS computing management (CRB list) why no response to the ticket was sent
- ◆ In all cases, when a site is put into the waiting room or when the regional representative is contacted, report at next CRB and invitation to site reps to attend the meeting

Miscellany

- Don't leave tickets open for more than 1 business day to check if the problem is really solved.
- Don't reopen tickets if the same problem occurs, open a new ticket and refer to the old ticket in the comments.

This topic: CMSPublic > CompOpsPoliciesSiteSupportTickets

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